

# Volunteer Roles

Find out about our volunteering roles

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## Volunteer Roles

This document is for Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland. Under the banner of Healthwatch South Tees (HWST) to tell you about the various volunteering roles available.

Our volunteers provide us with vital feedback on what is happening within our local communities, sharing information on health and care, and spreading the message of your local independent champion.

Below you will find information on the current volunteering opportunities within HWST. You can decide to take on just one, or more depending on your interests.

## **Impact Assistant Volunteer.**

We're looking for passionate volunteers to help us collect valuable feedback from the community. By following up on our I&S intelligence, you'll play a key role in ensuring we can keep improving and advocating for the support people need.

In this role, you will have the opportunity to learn about a wide range of the work Healthwatch does and help the team better understand what we achieve for residents in our area. A key part of this role will involve following up on the I&S we provide.

If going out and directly working with the public isn't quite your thing, this could be the ideal role that allows you to support and contribute to our success.

### **Why should you be an Impact Assistant Volunteer?**

Becoming an Impact Assistant Volunteer for Healthwatch is a chance to make a real difference in your community. You'll help ensure that people's voices are heard in shaping local health and social care services. It's a role that allows you to develop valuable skills, gain insight into the healthcare system, and contribute to meaningful change. Whether you're passionate about advocating for others, improving patient experiences, or simply want to give back, this opportunity lets you play a key part in strengthening public health services.

### **What will the role involve?**

- Talking to people who have contacted us with their health and social care queries to find out what has changed for them.
- Identify & write case studies following the template.
- Identify if there are any follow up actions and relay back to team.
- Record those things as entries on our Impact Tracking Excel spreadsheet, so we have a record of the impact our work is achieving.
- Any other relevant duties.

### **Skills and considerations required**

- Experience in using Microsoft Office, especially Excel and Outlook, and ability to use online platforms, e.g. Zoom, Teams for meetings.
- Access to the internet.

- Good Communication skills, on the telephone and written.
- Attention to detail and accuracy.
- Able to work as a team with other volunteers and staff.
- Comfortable volunteering in a hybrid role. (office & home based)
- Able to write in a clear and simple style.
- Able to use your initiative but comfortable asking for help when you need it,
- Ability to always maintain confidentiality and follow our policies and procedures about protecting people's private information.

## Virtual Voices

From Facebook groups to more official forms of feedback run by organisations, such as local charities and community groups, we need volunteers to help collect information to help identify gaps or issues in the health and care being provided to people across South Tees.

Virtual voices volunteers use their own social media feeds to collect anonymised information about people's experiences of health and care from social media channels and share with HWST.

They also direct people to HWST for information and signposting relating to health and care, using their own social media channels and share posts and information on HWST current projects, priorities, and work.

From time to time, Virtual Voice Volunteers might be asked if they would like to complete and share online surveys and links.

## Why should you be a Virtual Voices Volunteer?

You'll make a difference by helping to keep the public up to date with the latest news, enabling people to share their views and communicate the number of ways people can get the support they need from HWST.

## What will the role involve?

- Searching for health and care experiences on local social media and feeding back intelligence to the Volunteer Engagement Officer (VEO)

- Sharing HWST social media information, posts, and events as well as tagging HWST where appropriate
- Taking part in and sharing the occasional online survey's if appropriate

### **Skills and considerations required**

- Be comfortable volunteering from home
- Access to the internet/email/social media including Facebook and Twitter
- A basic understanding of online meeting forums such as Teams or Zoom
- Able to use own initiative but comfortable in asking for help when needed
- Respectful of confidentiality

### **Community Engagement Volunteer**

Community Engagement Volunteers play an important role in engaging people in the community to hear their views and experiences of local health and care services. Alongside HWST staff, they may be required in supporting us to raise awareness of our work in hospitals, GP surgeries, libraries, shopping centre stalls, and at community events for example.

### **Why should you be a Healthwatch Community Engagement and Outreach volunteer?**

The role is ideal for someone who enjoys getting out and about, listening to, and talking to people.

By supporting people to share their experiences of health and care, HWST is able to monitor what is happening locally and raise issues with those providers to influence service development and required improvements. This information is also shared with Healthwatch England to inform national campaigns for change.

### **What will the role involve?**

- Working with other volunteers and staff team to undertake outreach engagement with a variety of communities to get people's views on health and care services
- Planning engagement activities with other volunteers and staff members
- Recording people's experiences to share with HWST

- Holding engagement and information stands in community areas such as hospitals, GP Surgeries, and dentists
- Helping us conduct surveys, consultations, and focus groups with local people

### **Skills and considerations required**

- Effective communication skills and ability to ask questions and listen well to engage with people
- Enjoys meeting with and talking to members of the public
- Empathy towards people
- Passionate about improving local health and social care services
- Able to separate own experiences from other peoples in order to be able present the views of the people they represent in an unbiased way
- Able to work as a team with other volunteers and staff
- Respectful of confidentiality

## **Research Volunteer**

### **Overview**

Work with staff to support the research function of HWST to provide evidence and context to people's views and experiences of using different health and social care services.

### **Why should you be a Healthwatch Research volunteer?**

The role is ideally suited to those who like getting to the heart of issues that affect local people. This can be done digitally or in person.

By supporting people to share their experiences of health and care, HWST can monitor what is happening locally and raise issues with those providers to influence service development and required improvements. This information is also shared with Healthwatch England to inform national campaigns for change.

### **What will the role involve?**

- Working alongside HWST staff to plan and deliver research activities

- Assisting in the production and implementation of surveys, focus groups and other research methods
- Recording and analysing data
- Assisting in the production of research reports
- Engaging people using online platforms, for example Teams, Zoom

### **Skills and considerations required**

- Effective planning and analytical skills
- Ability to ask questions and listen to the responses given when engaging with people
- Able to work as a team with other volunteers and staff
- Experience of using Microsoft Office, including Word
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms for example Zoom or Teams (training can be provided in the latter)
- Respectful of confidentiality

### **How will we support you?**

If you are interested in any of the volunteer roles, please get in touch.

Volunteers receive: –

- A full volunteer induction
- Regular training opportunities
- 1-1 support from the VEO and other HWST staff
- Regular reviews
- Connection to other volunteers for peer support, planning and sharing ideas

### **How much time is involved?**

HWST volunteering roles are flexible and fit around your schedule, to ensure your volunteering role fits with your other personal and social commitments.

### How to apply

You can apply for any volunteer roles by telephoning 0800 118 1691, text only 07451288789 or email [healthwatchsouthtees@pcp.uk.net](mailto:healthwatchsouthtees@pcp.uk.net)

Please outline any accessibility requirements that you may have in the application form.