

Volunteer Role Descriptions

2024



Contents

Contents	2
Introducing Healthwatch Lambeth	3
Role Descriptions.....	4
Enter and View Volunteer	4
Outreach Volunteer	6
Communications Volunteer	8
Research Volunteer: Data Analysis	9
Research Volunteer: Literature Review	12
Administration Volunteer	15

Introducing Healthwatch Lambeth

Healthwatch Lambeth is the champion for people using health and social care services. We listen to people's views about health and social care services including their experiences and encourage health and social care services to involve people in decisions that affect them.

We work for positive change in health and social care in Lambeth, as well as highlight good practice within services.

We rely on volunteers like you to help make services better. Here's how you can get involved with Healthwatch Lambeth.

Key benefits of volunteering

As a volunteer, you will support Healthwatch Lambeth in fulfilling our purpose of being the champion for people using health and social care services. You will make a difference by connecting with people in your local community, including those whose voice is seldom heard so their experiences can help make health and care better.

There are many benefits to volunteering with your local Healthwatch. These include:

- An opportunity to contribute positively to your local community, help people, and make a real difference in their lives
- A chance to learn new skills with training and personal development opportunities
- A useful stepping stone to employment
- An opportunity to meet a diverse range of people and develop connections with people in your local community
- Being part of a great team of volunteers, with dedicated staff to support you

How we will support you?

As well as the Healthwatch Lambeth volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You will receive full training and be part of a team that will make sure your volunteering experience is positive.

How much time is involved?

Most of our volunteering roles are flexible and fit around your schedule. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.

Role Descriptions

Enter and View Volunteer

Overview

An Enter and View Volunteer listens to people's experiences of health and care services, including people living in residential homes to understand what is working well and what can be improved.

Why should you be an Enter and View Volunteer?

You'll be helping to make life better for people by using the insight to make tangible differences in health and care services. You'll meet a wide range of people who rely on health and care services. You'll gain valuable experience which may support your job aspirations. You'll meet new people, be part of the Healthwatch team who act as the public champion for health and care and make a difference for your local community.

What will the role involve

- You'll be part of a team which plans Enter and View visits, including speaking to service managers.
- You'll talk to people, including family members, carers and staff to get a full picture of how services are working
- You'll record these experiences and with your team write a report on what's working well and areas for improvement
- You'll support the Healthwatch staff who talk to service managers about the changes needed
- As part of a team, you'll check back to make sure the changes are making a difference

Personal specification/requirements

- Comfortable talking to people from a range of backgrounds, including about sensitive topics
- Balancing being warm and approachable with maintaining impartiality
- Ability to analyse information to find out what's working well or needs improvement
- Enjoyment and ability to work in a team
- Computer skills, including Microsoft Word

Disclosure and Barring Service (DBS) Check

This role involves a standard DBS check.

How much time is involved?

The Enter and View Team organise visits over several weeks usually with one or two visits each week. Each Enter and View visit lasts approximately 3-4 hours.

Volunteers commit to the date and times they are available for, there is no minimum or maximum number to commit to. We'll be as flexible as possible to fit around your availability.

Outreach Volunteer

As a Community Engagement and Outreach volunteer, you will play an important role in speaking to people in the community about their views on local health and care services. You will speak to people via hospitals, libraries, shopping centre stalls, Healthwatch and community events. Online engagement via social media and other platforms may also be part of this role.

Why should you be an Outreach volunteer?

If you like talking and listening to people, this is the right role for you. We have a vital role to play in ensuring people in Lambeth are engaged, listened to and provided with an avenue to tell us their views and opinions.

By people sharing their experiences with us, we can bring these to health and care providers and decision-makers in Lambeth to influence services to make them better. You will be an essential part of our team in ensuring people's voices are collected and heard in the right places. We need you to be the best that we can be.

What will the role involve?

- Working with Healthwatch volunteers and staff team to reach out to different communities to get people's views on health and social care services
- Planning engagement activities with other volunteers and staff members
- Engaging people using online platforms e.g. Zoom, Microsoft Teams and/or via phone
- Keeping a record of people's experiences and giving these to Healthwatch staff members
- Holding engagement and information stands in community areas such as hospitals, GP Surgeries and dentists
- Talking to and gathering views of the public and reporting this back to us
- Helping us conduct surveys and consultations with local people

Personal specification/requirements

- 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 their own experiences from other people's issues and to faithfully present the views of the people they represent
- Able to work as a team with other volunteers and staff
- Experience in using Microsoft Office, including Word
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams (training can be provided in the latter)
- Respectful of confidentiality

Communications Volunteer

Overview

Healthwatch Lambeth uses our website and social media to communicate what we do and where people can go to access the support they need.

As a Digital Communications/Social Media volunteer you will be supporting Healthwatch Lambeth to manage our social media and website by creating and/ or reviewing content and responding to people's comments or queries.

Why should you be a Healthwatch Digital Communications / Social Media Volunteer?

Stay up to date with the ways that social media and websites work. With an ever-changing environment, this opportunity will enable you to freshen up your digital skills. Working alongside Healthwatch staff, you will help to manage and contribute to our website, social media and other digital platforms. 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.

What will the role involve?

- Use of Healthwatch social media channels such as Twitter, Facebook, Instagram, and LinkedIn
- The monitoring of social media using Meta Business Suite and Twitter Analytics
- Producing/uploading content to the website

Personal specification/requirements

- Experience in using different social media including Twitter, Facebook, Instagram, and LinkedIn
- Be comfortable volunteering from home
- Access to the internet/email
- Able to use your initiative but comfortable in asking for help when needed

Research Volunteer: Data Analysis

Overview

You will work with staff to support the research function of Healthwatch Lambeth as we gather people's views and experiences of using different health and social care services.

Why should you be a Healthwatch Research volunteer?

If you like getting to the heart of issues that affect people, this is the right role for you. Healthwatch Lambeth has a vital role to play in ensuring Lambeth residents are engaged with and their views about health and social care services are listened to. By analysing the data we collect from local communities, we can bring these issues to health and care providers and decision makers in Lambeth to ultimately improve services.

What will the role involve?

- Working with the Healthwatch team to support research activities focusing on addressing health inequalities, personalised care and access to and improvement of services.
- Checking the accuracy of interview transcripts on a variety of research projects. This will involve:
- Listening to research interview recordings to check that they have been transcribed accurately
- Transcribing parts of the interview that have not been accurately recorded
- Recording and analysing interview transcripts. This will involve:
- Creating a SmartSurvey questionnaire with the key interview questions and themes (support will be provided)
- Manually entering data transcribed from interviews for each question
- Downloading data into an excel spreadsheet
- Reading and drawing out the key points/themes from each interview
- Producing a summary of the key points/themes from the data transcribed
- Maintaining confidentiality at all times

Personal specification/requirements

- An awareness of health and care services and/or an interest in improving them

- Ability to work as a team and build effective working relationships with other volunteers and Healthwatch Lambeth staff
- Excellent written and oral communication skills
- Excellent listening skills and keen attention to detail
- Experience of using Microsoft Office
- Access to the internet/email
- Comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams when needed
- A good understanding of confidentiality
- Willingness to abide by the Healthwatch Lambeth Code of Conduct as set by the Board
- Willingness to undertake safeguarding and data protection training

Desirable

- Ideally, some experience of working or volunteering with health and social care organisations.
- Experience of transcription and using transcription software
- Experience of using SmartSurvey (training will be given)
- Experience of conducting basic data analysis - drawing out the key points/themes from interviews (support will be given if needed)

How will we support you?

As well as the Healthwatch Lambeth volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You will have the opportunity to gain research skills, and gain exposure to key issues within the health and social care sector while building your understanding of the health system. You'll receive full training including an induction to Healthwatch and be part of a team who'll make sure your volunteering experience is positive.

How much time is involved?

We will ask for a commitment for this role for at least three to six months depending on the research project with hours to suit each week. We can discuss and agree your time

commitment as part of the recruitment process. Working with the Healthwatch team to support research activities focusing on addressing health inequalities, personalised care and access to and improvement of services.

Research Volunteer: Literature Review

Overview

You will work with staff to support the research function of Healthwatch Lambeth as we gather people's views and experiences of using different health and social care services.

Why should you be a Healthwatch Research volunteer?

If you like getting to the heart of issues that affect people, this is the right role for you. Healthwatch Lambeth has a vital role to play in ensuring Lambeth residents are engaged with and their views about health and social care services are listened to. By providing us with insight on the wider context of the issues we are researching, we can have a strong basis to bring these issues to health and care providers and decision makers in Lambeth to ultimately improve services.

What will the role involve?

- Working with the Healthwatch team to support research activities focusing on addressing health inequalities, personalised care and access to and improvement of services.
- Performing literature searches on a variety of topics. This will involve:
- Searching for reliable, accurate and up-to-date material on a topic or subject available through online open access journals and reports produced by relevant community and support organisations
- Producing reviews of the literature to support the delivery of research projects. This will involve:
- Reading and identifying the key points from individual papers and reports from academic and other organisations
- Describing the content of papers and reports, drawing out key findings and synthesising them into themes
- Identifying any areas of debate or controversy
- Summarising any recommendations or implications from research.
- Writing up the literature section for reports (with support)

Personal specification/requirements

- An awareness of health and care services and/or an interest in improving them

- Ability to work as a team and build effective working relationships with other volunteers and Healthwatch Lambeth staff
- Excellent written and oral communication skills
- Experience of using Microsoft Office, including Word and Excel
- Access to the internet/email
- Comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams when needed
- A good understanding of confidentiality
- Willingness to abide by the Healthwatch Lambeth Code of Conduct as set by the Board
- Willingness to undertake safeguarding and data protection training

Desirable

- Ideally, some experience of working or volunteering with health and social care organisations.
- Experience of reviewing and interpreting research and engagement literature (training and guidance will be given)
- Experience of using SmartSurvey (training will be given)

How will we support you?

As well as the Healthwatch Lambeth volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You will have the opportunity to gain research skills, and gain exposure to key issues within the health and social care sector while building your understanding of the health system. You'll receive full training including an induction to Healthwatch and be part of a team who'll make sure your volunteering experience is positive.

How much time is involved?

We will ask for a commitment for this role for at least three months with hours to suit each week. We can discuss and agree your time commitment as part of the recruitment process.

Administration Volunteer

There is never a dull moment at Healthwatch Lambeth. This is because we have such a wide remit in looking into health and social care services. We collect a lot of information, attend a lot of meetings and events as well as run our own events and meetings to engage with our communities. Therefore, we need to be organised and have 'back office' support.

Why should you be a Healthwatch Administration volunteer?

If you have a passion for supporting teams with your administration skills, then this is the right role for you. Our administration involves entering data into our Healthwatch intelligence system, event planning, answering emails and phone calls, taking notes of meetings, and general administration tasks. Good administration is crucial to us fulfilling our role of gathering and sharing people's experiences with health and care providers and decision-makers in Lambeth to influence services to make them better. We need you to be the best that we can be.

What will the role involve?

- Working with Healthwatch volunteers and staff team to undertake administrative tasks as and when needed
- Ability to use online platforms e.g. Zoom, Teams for volunteer and staff meetings
- Use the Healthwatch Lambeth database to input and collate data from web forms, feedback forms, surveys
- Assist staff with any other data entry and administrative tasks
- Take notes of various Healthwatch project meetings and focus groups

Personal specification/requirements

- Good level of spoken and written English
- Attention to detail and accuracy
- Able to work as a team with other volunteers and staff
- Experience in using Microsoft Office, including Word & Excel
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams (training can be provided in the latter)
- Respectful of confidentiality

How much time is involved?

You will be asked to give three hours per week to the role of administration volunteer though we are very flexible. We can discuss and agree on your time commitment as part of the recruitment process.