

## Volunteer Community Listener Role Description

Healthwatch Derbyshire's (HWD) Community Listeners help Healthwatch to collect views on health and social care services in various locations across the County. Volunteer Community Listeners actively encourage and support patients and the public in Derbyshire to speak out about their experiences, and then feed in their comments and views to HWD.

### Key Tasks

- Tell people about HWD and encourage them to be involved.
- Promote HWD events and projects to local people and/or people with a common service/need interest.
- Actively encourage and support the public in Derbyshire to speak out and feed in their comments and views to HWD.
- Assist the Healthwatch staff team to gather views of local people or people with certain needs or who use certain services (running focus groups, testing and carrying out consultations, surveys and questionnaires).
- Support the HWD staff team at events by staffing the display stands and promoting the work of HWD.
- Be the eyes and ears of the local community or community of interest and bring to the attention of the staff team issues of concern.
- Establish a regular drop-in event at a community venue in your local area.
- Help to signpost people to information about health and social care services i.e. help with making a complaint or to get further information etc.
- Log comments accurately on the database.

### Relevant Skills, Competencies and Experience

- Be a resident in Derbyshire with sufficient time to give to the role.
- Be able to travel around your local area if required.
- Have an awareness of, or personal interest in, health and/or social care services.
- Have an interest in improving health and social care services locally.
- Have a good understanding of confidentiality.
- Be able to follow guidance and instructions.
- Able to work on own initiative and equally as a member of a team.
- Be supportive and understanding.
- Listening skills relating to the issues which service users, patients, carers and residents face when accessing health and social care services.
- Confidence in representing HWD and engaging the interest of the public at community events, including summer fairs and health promotion forums.
- Some experience of the use of questionnaires or other research methods would be helpful.
- Good written and verbal skills.

- Excellent verbal communication skills in order to communicate effectively with a wide range of people, including older people and those who have English as a second language.
- Good organisational skills.
- Experience of using Microsoft Office, including Word, Excel, Access and Outlook and data input (desirable).

### **What support will you be given?**

- A full induction to the organisation and the role.
- Full training to prepare you for all aspects of your role and on-going training.
- On-going support with an allocated person from HWD.
- Regular volunteer meetings.
- Opportunities to become involved in other HWD activities.

### **What are the benefits of being a Volunteer Community Listener?**

- Increase your confidence and develop new skills, including communication skills.
- Free training.
- Knowing that your skills and experience are contributing to the improvement of health and social care services.
- Experience of working with health and social care organisations.
- Knowledge and understanding of how health and social care services are planned, delivered and commissioned.
- References to add to your CV.
- Being part of a team of volunteers and meeting new people.
- Being part of an organisation that is championing the rights of health and social care consumers.

**... and you will be a valued part of HWD, in helping us to become an influential and effective patient and public voice.**