

Community Engagement Volunteer Role Description

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| Role title: | Community Engagement Volunteer |
| What we do: | <p>Healthwatch Blackpool exist to give people a say in health and social care services provided for both adults and children in Blackpool to bring about improvements in those services.</p> <p>We are looking for volunteers to support us to engage with members of the public and ensure their voice is heard regarding health and social care experiences.</p> |
| What Healthwatch will do: | <p>Healthwatch Blackpool visit a wide range of health and social care services across Blackpool. We undertake a variety of engagement activities within local community groups and health services to give the public an opportunity to share their experience of using those services.</p> <p>Healthwatch Blackpool works closely with its volunteers to support them in their roles.</p> |
| Commitment: | <p>The tasks that the volunteer will undertake include;</p> <ul style="list-style-type: none"> • Listen to people’s views about health and social care in Blackpool • Work closely with staff members and other volunteers • Feedback information gained from activities to staff members • Be adaptable in different settings e.g. – hospitals, GP surgeries, Dentists, Voluntary, community, and faith sector organisations • An ability to approach people in a friendly manner, giving confidence to people to share their experiences • Be able to take notes and write down people’s own words of their experiences |
| Time Commitment: | We are looking for volunteers who are available for days, evenings and weekends on an ad-hoc basis |
| Requirements: | <ul style="list-style-type: none"> • Cultural awareness and sensitivity to needs of others • An ability to remain non-judgemental • A willingness to exchange knowledge and develop/conduct activities to build the capacity of individuals • Good communication and interpersonal skills • Adaptability and flexibility • Knowledge and interest in health and social care • Abide by Healthwatch Blackpool’s policies, procedures and operating practices • Attend compulsory training including, induction training, safeguarding and equality and diversity. |
| What’s in it for you: | <ul style="list-style-type: none"> • Help to make improvements to health and social care services • Have a significant impact within a growing organisation • Share your skills and knowledge • Attend different training opportunities • Be part of a skilled and knowledgeable team • Recognition for your commitment • Expenses paid & uniform provided • Most importantly – your contribution will make a difference |