

## Volunteer Role: Healthwatch Hub Lead

### Reports to: Volunteer Coordinator

#### Description of Healthwatch Devon

Healthwatch will give people a powerful voice locally and nationally. At a local level, Healthwatch Devon will work to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Healthwatch Devon is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

Healthwatch Devon objectives: Healthwatch Devon will help make local people feel represented in health and social care by:

- Talking to the local community, collecting, and gathering people's views and experiences of health and social care services in Devon
- Increasing local people's involvement and participation through volunteering
- Getting local people to take part in planning and checking of health and social care services
- Getting more people to talk about what they want from health and social care services in Devon.
- Giving people information about the choices of health and social services available to them.

#### About Healthwatch Hubs:

In each town/village we are looking for existing or new local community groups to sign up to become part of Healthwatch Devon's Hub- a network to help give feedback about local health and social care services.

The format is not expected to be formal, and we hope this will help people to feel more comfortable in sharing their experiences.

#### The role of the Healthwatch Devon Volunteer:

- You will be the key contact between the Hub and Healthwatch Devon.
- You should be able to feedback discussion items to Healthwatch, share information from Healthwatch to the hub and facilitate discussion around Health and Social Care.
- Listen to the group and ask questions to gather peoples opinions
- Understand Healthwatch Devon and our work
- Where there is not already an existing group in your area, we would offer assistance in helping you to set up a hub
- Work to improve health and social outcomes for Devon residents.
- Be able to commit to volunteering for Healthwatch Devon.
- Adhere to Healthwatch Devon's Code of Conduct.

- Be willing to participate in training and development
- Maintain confidentiality in accordance to our confidentiality policy.

### Personal specification for Healthwatch Devon Volunteers:

- Have an interest in improving health and social care outcomes in Devon
- Good interpersonal and communication skills
- Ability to empathise and understand
- Someone who is open minded
- Is patient and reliable
- Ability to work in a respectful and professional manner
- Understanding of the importance of confidentiality and ability to respect this at all times
- Local knowledge and experience of working with disadvantaged communities
- Ability to work as part of the Healthwatch Devon team

### Time commitment

- We hope that people can volunteer for us in this role for at least 3 to 6 months
- Each group must meet a minimum of 4 times per year

### How Healthwatch will support this volunteer role:

**Reasonable expenses-** As this is a volunteering role you will be able to claim for subsistence while at events for Healthwatch Devon and travel expenses that you may incur getting to and from these events

**Training** - Healthwatch Devon is committed to help train you to enable you to carry out your role for us. You will also be provided with a Hub toolkit and feedback forms to allow you to carry out this role.

**Support and Supervision** - You will report to Healthwatch Devon's Events and Volunteer Coordinator

### How to apply

Please telephone Abby Read on 01392 248919 ext 7115 to request an application form, Or you can apply online at <https://www.healthwatchdevon.co.uk/volunteer>

You will need to become a member of Healthwatch Devon and provide 2 referees who can vouch for you. Unfortunately, references cannot be accepted from a spouse, partner, or other family member.

NB: This role description is for an unpaid role with Healthwatch Devon and is not intended to form a contract of employment.