

## Communications Assistant

### Role outline and person specification

We welcome volunteers from all backgrounds, faiths and communities, as well as with any disabilities, regardless of sexual orientation or gender identity.

### Why we need you?

Healthwatch Enfield exists to ensure that needs of local people are at the heart of health and social care. We listen to what Enfield residents like about services, and what could be improved, and share it with those with the power to make change happen. Healthwatch Enfield is here to:

- make it easier for local people to find and use the health and care services they need. We do this by providing up-to-date information via telephone, on our website, through attendance at events, presentations, pop-ups and via our newly launched Guides
- make it easier for local to raise your concerns about health and care services they receive. We do this by: providing information on complaints processes and through using individual's feedback to raise concerns at decision-making and strategic fora which influence the quality of service provision
- make it easier for local people to get the best quality health and care services. By listening to individual's experiences, we make it our job to secure improvements that matter to local people

### What will you be doing?

As a Communications Assistant you will work closely with the wider team at Healthwatch Enfield to help us develop clear and accessible communications materials to raise local people awareness of our brand whilst helping us to deliver our ambitious strategy. This will include reviewing current communications materials, generating content for our newsletters, social media and website and helping us deliver activities aligned with our communications strategy.

- To keep up to date with local health and care initiatives and news headlines
- To draft and distribute materials for the press and other media, where appropriate
- Working with the wider team at Healthwatch Enfield, to write content for our newsletters and website
- To help maintain our social media accounts
- To contribute to the development of other communication materials including leaflets, guides and reports

This is a flexible role and time commitment will be agreed with you depending on your availability however we would ask that you commit to 1 day per week, as a minimum.

### What skills do you need?

We are looking for volunteers with **good communication skills** who have the ability to **communicate effectively in writing**. You will have **experience of using social media** and be **organised** in your approach to administration. You'll also need a **'can do' attitude** to work with the wider Healthwatch Enfield team to improve quality of health and care

services locally. **IT skills and experience of Microsoft Office is preferable, but full training will be given.**

### **What support we will give you?**

Our Volunteer Co-ordinator will organise induction training, support and advice required for your role. This will include: health and safety, complying with Data Protection (GDPR), and information on the local health and care economy.

You will also be given a copy of our Induction Pack to refer to when you start your role.

All Healthwatch Enfield volunteers receive regular support and supervision from the volunteer co-ordinator.

### **What benefits do you get?**

- The satisfaction of knowing that you are contributing to improvement of local health and care services so all those living and working in Enfield have a positive, person-centred experience accessing local Health and Social Care services getting the right support at the right time, in the right way
- Access to free training that will see you develop your skills and gain experience
- The enjoyment of meeting new people and working as part of a team
- Reimbursement of any agreed expenses in line with Healthwatch Enfield Volunteers Policy

### **Where will you be based?**

You will be volunteering from the comfort of your home environment or from our offices at Community House, 311 Fore Street, London N9 0PZ

**Please note: the relationship between Healthwatch Enfield and its volunteers is entirely voluntary and does not imply a contract of employment.**

### **Equal opportunities**

It is the aim of Healthwatch Enfield to ensure that no applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, gender identity, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end Healthwatch Enfield has an Equal Opportunities Policy and it is for each employee to contribute to its success.

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