

Community Outreach Volunteer

Role outline and personal 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.

As a Community Outreach Volunteer you will play a key role in delivering our statutory function of listening to local people's experiences of health and care services in Enfield.

What will you be doing?

In this varied role, you will be engaging with local people from all walks of life to listen to people's views and experiences and to explain and promote work of Healthwatch Enfield. This will involve gathering feedback from Enfield residents through:

- attending "pop-up stalls" at different locations in the borough such as libraries, hospitals, GP practices and others
- conducting telephone interviews
- taking part in focus groups
- attending events organised by Healthwatch Enfield
- attending events organised by our partners i.e. Enfield Council, local NHS organisations and the voluntary and community sector groups

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 half a day per week, as a minimum. Activities could take place during the day, the evening or the weekend.

What skills do you need?

We are looking for **reliable** volunteers with a **friendly outgoing personality**, a desire to **help improve other people's lives** and the ability to **communicate** with people from all walks of life. You will have **excellent listening skills** and be able to **record feedback**. Some knowledge and **understanding of local health and social care service provision**, either through personal or professional experience, would be of benefit but full training will be provided.

What support we will give you?

Community Outreach, Research and Events Coordinator will organise induction training support and advice required for your role. This will include: community engagement techniques, health and safety, complying with Data Protection (GDPR), safeguarding vulnerable adults and information on the local health and care economy. We will also arrange for a Disclosure and Barring Service (DBS) check to be carried out if necessary as it is required for this role.

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 coordinator.

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 at various venues across the borough.

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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