



Healthwatch Barnet Volunteering

Information Pack



Thank you for your interest in volunteering with **Healthwatch Barnet**.

This information pack contains information about **Healthwatch Barnet** – who we are and what we do – and describes the different volunteering opportunities we have available.

If you have any questions or would like an informal chat, please email andrea@healthwatchbarnet.co.uk

What is Healthwatch?

Healthwatch was established through the Health and Social Care Act 2012 to give users of health and social care services a powerful voice both locally and nationally. Healthwatch is the independent national champion for people who use health and social care services. It exists to find out what matters to people and help make sure their views shape the support they need.

Healthwatch Barnet provides information and advice to help local people access and make choices about services. We also help people access independent complaints advocacy if they need help to complain about NHS funded services.

Healthwatch Barnet aims to:

Influence Local Services

We want your experiences of using services to help inform the commissioning design, delivery and evaluation of local services based on Barnet's diverse communities by working closely with stakeholders.

Champion Your Voice

We want to support people to have their say by providing an open platform where you can share your experiences and be heard so services can be improved.

Signposting and Advice

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.

Community Engagement

We want to develop close relationships with stakeholders and partners so we can share and gather intelligence so changes can be made more agilely.



Volunteering opportunities with Healthwatch Barnet



Are you keen to give something back to the community and make a real difference to local people? Are you looking to develop new skills, or to build on existing experience and knowledge whilst also supporting any CV gaps? Volunteering with **Healthwatch Barnet** could be for you.

There are all sorts of good reasons to volunteer with **Healthwatch Barnet**, for example:

- Help ensure others less fortunate or without a voice are listened to, involved and empowered to help influence better services
- Make a positive difference within your community
- Feel valued, empowered and part of a team
- Meet new people and make new friends
- Build your skills and knowledge in health and social care
- Gain valuable work experience within the non-profit sector
- Attain a reference
- Boost your confidence and self-esteem
- Improve your health, well-being and quality of life
- Out of pocket expense reimbursed

Is volunteering right for me?

All volunteers are expected to:

- Adhere to **Healthwatch Barnet's** values, policies and procedures
- Work together to achieve aims that are beneficial to people using health and social care services
- Share information, ideas and learning openly
- Listen to and encourage others
- Be willing to undertake training and develop knowledge/understanding
- Demonstrate commitment to inclusivity and valuing diversity

Volunteering roles with Healthwatch Barnet

We have a range of different volunteering roles listed below. Have a look at what's available and what could be right for you. If you'd like an informal chat about the opportunities on offer, drop a line to andrea@healthwatchbarnet.co.uk.



Project Volunteer

Healthwatch Barnet is committed to reflecting the health and social care needs of the people in the local community. In order to do that, we will establish projects looking into key concerns and issues as reported to us by the general public and intelligence.

We need the assistance of volunteers in these project groups to help plan, delivery and evaluate. Project groups are time-limited and come to an end when the piece of work is completed. The project groups are practically focused and made up of people who have an interest or experience in a particular area of health and social care and would like to see improvement in that area. The project groups are led by a member of the Healthwatch Barnet staff team and regularly report back to the Healthwatch Board.

Key Tasks

- Attending meetings to plan and develop work and practical activities.
- Reading policy reports or consultation documents
- Analysing the content of service specifications
- Helping to draft questionnaires
- Helping to analyse the findings of surveys
- Meeting with NHS or social care staff to find out information and present Healthwatch findings
- Talking to patients or service users
- Drafting recommendations.

Skills and Experience

- Be able to work effectively as a member of a team
- Be able to work with a wide range of people from different backgrounds
- Be able to contribute to group meetings/discussions
- Be able to deal with confidential information sensitively and appropriately
- Have good listening skills
- Be non-judgemental
- Be committed to the vision of making positive changes to health and social care services



Healthwatch Analyst

Do you have skills and an interest in creating surveys and analysing quantitative and qualitative data as a result of those surveys? Perhaps you would like to gain experience of this within a health and social care setting? Forthcoming **Healthwatch Barnet** projects will involve collecting data and information which must be analysed efficiently for the findings to be published. We need volunteers to help with the creation of surveys and analysing feedback on services gathered by **Healthwatch Barnet** to accurately reflect patient, carer and public experiences. In this role, you may also become a Healthwatch 'Mystery Shopper' to assess how well the providers use useful information and their customer service.

Skills and Experience

This is the experience you will need for this role:

- Ability to create surveys to obtain insight into the given subject.
- Ability to read, listen and analyse
- Basic knowledge of social media for promotional activity
- Ability to work as part of a team with staff and other volunteers
- Ability to conduct interviews
- Ability to create case studies





Communications Volunteer

Communications are key to every aspect of work including public engagement. It is vital to communicate clearly and in engaging ways with all our diverse local communities. We are looking for enthusiastic communications volunteers to work with us on our communications to ensure the public understand our role and what we do, and are fully informed of what is happening to health and care services in our area and how they can influence change.

Key Tasks

- Sourcing and writing stories for our website and e-newsletter
- Developing an engaging website and various social media content
- Supporting communication for all **Healthwatch Barnet's** projects
- Providing communications support at our events.
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Skills and Experience

- Ability to write crisp, jargon-free stories.
- Ability to work to a deadline.
- Ability to turn government or NHS information into public-friendly communications.
- IT and social media skills including Instagram, Twitter.
- Experience in developing engaging social media content to increase audiences/visibility.
- Ability to create posters, leaflets and fliers
- Ability to work to a brief but also flexibly within a team.



Community Outreach Volunteer

Our Community Ambassadors have a vital role to play as the link between **Healthwatch Barnet** and the citizens of Barnet – meaning individuals, communities, voluntary and community sector organisations and other patient or service user groups. As a Community Outreach Volunteer, you will promote and advance the aims and objectives of **Healthwatch Barnet** by gathering people's voices and lived experience of health and social care. This will form a fundamental part of the evidence base with which **Healthwatch Barnet** will seek to change and improve health and social care in the borough.

Key Tasks

- Actively promote the work of **Healthwatch Barnet**
- Encourage people to use **Healthwatch Barnet** as their independent health and social care champion
- Assist the **Healthwatch Barnet** staff team to gather views of local people or people with certain needs or who use certain services (running focus groups, helping us to carry out consultations, help others complete **Healthwatch Barnet** surveys and questionnaires)
- To attend meetings as required
- When lockdown eases, to support **Healthwatch Barnet** to have a presence at events and distribute information on our behalf to different organisations

Skills and Experience

- Approachable
- Able to maintain confidentiality
- Able to develop a good rapport with people
- Good interpersonal skills
- Excellent listening skills
- Able to provide feedback to Healthwatch Barnet succinctly in writing on views heard
- A commitment to helping local people have a voice and improving local services

Enter and View Volunteer



Healthwatch organisations have the power to 'Enter and View' providers of health and social care, such as hospitals, care homes and dentists to observe and report on how those services are being run. Our Enter and View visits are a vital part of what we do.

Key Tasks

- Visit services like hospitals, care homes and GP surgeries to observe services and to find out what people think about the care they receive.
- Work as a team to write a report and recommendations about how the service can improve, based on what you observed and what residents, patients, visitors and staff say they want and need.
- Meet with key stakeholders such as the Care Quality Commission, Barnet Borough Council, Clinical Commissioning Group and **Healthwatch England** to share report findings.

Skills and Experience

- Good listening skills and confidence to speak to new people
- Ability to write accurate records of people's experiences of care
- Sensitive to health and care environments
- Reliability
- Ability to work well in a team
- Passion for improving local health and social care services
- Respectful of all people from all backgrounds and abilities

Owing to the nature of the role you will need to have completed a Disclosure and Barring Service (DBS) check before taking part in Enter and View visits. **Healthwatch Barnet** will arrange this.

