

## Community Listener

Our Community Listener volunteers listen to people's opinions and experiences of local health and social care services. They also help us tell more people about Healthwatch in Cambridgeshire and Peterborough and what we do.

We want to make sure that people across the area have equal access to health and social care services. Our volunteers help us listen to the experiences of more people, with a focus on reaching those who tend to be less likely to have their voices heard.

### Main tasks:

With support and training from a member of our team of staff and volunteers

- 👂 You will listen to people within your local community who have used health and social care services. This may be your family, neighbours and friends, or people you meet or talk to within your local networks.
- 👂 You will record what people are telling you about their experiences and feed this information back to us, whether it is positive, negative, or mixed.
- 👂 You might like to support the engagement team by working with us on a display stand or on project work, talking to people about Healthwatch Cambridgeshire and Peterborough and listening to people's experiences of health and social care. This may be face to face or online.
- 👂 You might like to give out Healthwatch Cambridgeshire and Peterborough information in your area. This might involve putting up posters in agreed places, or handing out our postcards (or other materials) at local events
- 👂 You might like to visit local groups, chat with people and record what they have to say about their care. This may involve giving a short presentation, if you feel confident to do this
- 👂 If you use local social media, you may help tell us about what people are saying about their care

From time to time we have other specific volunteer roles. We will talk to our volunteers about additional opportunities as they arise. Please be aware that these roles may require additional training, skills, and time commitment.

## Skills and experience needed

You will need

- 👤 To feel comfortable and confident talking to people who may have a difficult story to share
- 👤 Good listening skills
- 👤 To be able to record what you hear clearly and accurately
- 👤 To be non-judgemental
- 👤 To be committed to promoting equality and diversity

## When

This volunteering role is flexible, it will involve being available in evenings or weekends as well as during the day. Please talk to us about how much time you are able to give and what would work for you.

## Where

We will work with you to agree together which areas of Cambridgeshire or Peterborough you would like to cover.

## What support will we give you?

We will provide induction training session that will include:

- an introduction to Healthwatch
- our policies and procedures such as health & safety, safeguarding, etc
- developing your listening skills
- additional training as needed

You will have ongoing support from our team and will meet regularly with Healthwatch Cambridgeshire and Peterborough staff and other volunteers.

Pre-agreed out of pocket expenses will be paid. What you will get out of this volunteering role?

The opportunity to:

- Meet new people
- Help improve care services for local people
- Learn or improve skills that could be a stepping stone into employment or training opportunities. We can provide references for those completing a project or volunteering for three months or more

## How to apply

Please complete a volunteer application form, telling us why you would like to volunteer with us and why you would be good at this role. We will meet with you informally to find out more about you and chat about volunteering with us in more detail.

We will ask for references. You will need to apply for a DBS (Disclosure and Barring Service) check. This is free for volunteers and we will arrange this if you do not already have one.

An application pack is available on our websites at

- [www.healthwatchcambridgeshire.co.uk](http://www.healthwatchcambridgeshire.co.uk) or
- [www.healthwatchpeterborough.co.uk](http://www.healthwatchpeterborough.co.uk)

Alternatively, you can get a pack from our office:

Healthwatch Cambridgeshire and Peterborough  
The Maple Centre,  
6 Oak Tree Drive,  
Huntingdon, PE28 7HN

Call: 0330 3551285 (local call number)

## Any questions?

You can get in touch with our Volunteer Manager, Heather Lord, to have a chat about this role before you apply. Call her via our office above, her mobile 0788 591 1147 or email her at [heather.lord@healthwatchcambspboro.co.uk](mailto:heather.lord@healthwatchcambspboro.co.uk)

Healthwatch Cambridgeshire and Healthwatch Peterborough are managed jointly and work together as one organisation.