

Volunteer role – Health Champion

Be part of a new project to help make NHS and care services work better together for local people.

You'll be part of a group of ten volunteers investigating specific topics on behalf of local health and care decision makers to find out people's views on how services work and what could be better.

This includes listening to:

- People's experiences of using urgent and emergency care services, with a focus on care at Addenbrooke's Hospital.
- And a second project that will look at how organisations can work better together to support people when they move from one part of the health and care system to another. This may be around something like diabetes care, heart failure support or supporting someone after a fall.

You'll be working on a minimum of two topics over 18 to 24 months – we need you to commit to helping with both of these.

We will provide training, support and pay out-of-pocket expenses. You'll also get an involvement payment of £75 per half day for your time.

Main tasks

You will:

- Work with a small group of volunteers to set up and run investigation projects to find out people's views.
- Plan project activities in your community with the support of our team. This might include surveys, workshops or patient interviews.
- You will identify who you need to talk to – especially those from communities who are less likely to be listened to.
- You will encourage people to share their experiences of health and social care services.
- You will listen to and record what they have to say and compile the findings into short reports.

- 🦋 You will help evaluate the projects and make sure we understand what difference the work makes and what can be learned.
- 🦋 This may include both online and face to face meetings.

Skills and experience needed

You will need to:

- 🦋 Have some links into your local community, for example, through community groups and other local organisations, or as part of a health support group.
- 🦋 Feel comfortable and confident talking to people who may have a difficult story to tell.
- 🦋 Have good listening skills and the ability to record what you hear clearly and accurately.
- 🦋 Be non-judgemental and committed to promoting equality and diversity.
- 🦋 Have a willingness to work as part of a group and to learn new skills.
- 🦋 Be reliable and professional in your approach to volunteering.
- 🦋 Be committed to attending agreed activities.

You don't need any research or report writing experience to volunteer as you'll get training and support from our Healthwatch team.

Any patient experience of Addenbrooke's Emergency Department is particularly welcome.

When

The hours will be flexible, but we anticipate that you will do between 10 and 15 (maximum) half days on each topic.

The training and initial project planning will start in the autumn.

Where you will be volunteering

You will be volunteering in your local community to help a new group called the **South Integrated Care Partnership (SICP)** understand the views of local people on the chosen topics.

SICP is made up of the health and social care organisations who work together to plan and provide health and care services for the people in their area. It covers most of South Cambridgeshire, Cambridge city, East Cambridgeshire and Royston.





It includes a range of organisations drawn from the NHS, Local Authority and voluntary sector - such as GP practices, Cambridge University Hospitals NHS Foundation Trust, community health service providers, Cambridgeshire County Council and some of the district Councils.

SCIP covers most of South Cambridgeshire, East Cambridgeshire, Cambridge city and Royston.

You need to be registered with a GP in the SICP area to join this project. To see if your GP practice is part of the project – visit our website here: www.healthwatchcambridgeshire.co.uk/gps-south-integrated-care-partnership

The support will we give you

We will provide all the necessary support and training for you to be able to undertake this role, including:

-  An introduction to Healthwatch, including our policies and procedures such as health and safety, safeguarding, etc.
-  Developing your listening, written and technical skills
-  Ongoing support as projects progress.
-  Additional training as needed for organising and running focus groups and surveys.

What you'll get out of this volunteering role

You'll get:

- 👤 The chance to be part of an innovative project that will help local health and care decision makers design services that work better for local people.
- 👤 The opportunity to meet new people and find out their views and experiences.

Find out more and apply

You can apply for this post through the Healthwatch Cambridgeshire website at:

- 👤 www.healthwatchcambridgeshire.co.uk/news/2021-07-21/volunteer-health-champion-help-improve-how-services-work-local-people

Or get in touch with **Janine Newby-Robson, Project Manager**, to have a chat and find out more.

She can send you a paper copy of the application form with a freepost envelope if you need this.

- 👤 Call our office on 0330 355 1285 or text 0752 0635 176
- 👤 Contact Janine directly on her mobile at 0793 016 1796
- 👤 Email janine.newby-robson@healthwatchcambspboro.co.uk

We particularly welcome applications from disabled people or those with long-term health conditions, people who have recently used Addenbrooke's emergency department, and people from local minority ethnic communities.

Apply by 31 August 2021

Thank you for your interest.