

Healthwatch Community Researcher volunteer role

You'll be part of a group of 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 how certain services are working and how to make them work better. You'll be working on a minimum of three topics over 18 to 24 months – we need you to commit to helping with all of these.

We will provide training, support, and pay out-of-pocket expenses. You'll also get an involvement fee of £75 per half day for the time you spend working on each project after you have completed your training with us.

Main tasks

You will:

- 🎧 Work with a small group of volunteers to set up and run co-designed and co-produced 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.

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 Spring .

Where you will be volunteering

You will be volunteering in your local community to help a new group called the **North Cambridgeshire & Peterborough Care Partnership (NCPCP)** understand the views of local people on the chosen topics.

NCPCP 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 Huntingdonshire, Peterborough and Fenland.

It includes a range of organisations drawn from the NHS, Local Authority and voluntary sector - such as GP practices, hospitals, community health service providers, County Councils and some of the district Councils.

You need to be registered with a GP in the NCPCP area to join this project.

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.