

## **Healthwatch Representation Volunteer role**

### **Overview**

Healthwatch Cambridgeshire and Peterborough is invited to many meetings, and we need volunteers to attend some of these meetings and represent us.

### **This role**

The Representative Volunteer role involves attending meetings on behalf of Healthwatch, helping people to understand the role of Healthwatch and collecting information from the meeting for Healthwatch.

The Representation role is linked to the Integrated Neighbourhood meetings, which are part of the Integrated Care System. We will support you to undertake the Representation role by providing you with training and support.

### **Why should you be a Healthwatch Representation Volunteer?**

If you are interested in using your voice to influence people and would like to work with a team of staff and volunteers representing Healthwatch Cambridgeshire and Peterborough at meetings, then this is the right role for you.

Healthwatch Cambridgeshire and Peterborough's role is to ensure people in the Cambridgeshire and Peterborough area are engaged, listened to, and provided with an avenue to tell us their views and opinions about health and social care services.

The Representation role is one of influence, both giving and receiving information to and from partner/external organisations who have the role of decision making within health and care.

### **What will the role involve?**

- Attending meetings on behalf of Healthwatch to share information we have gathered with providers and commissioners.
- Collect, record and feedback essential information to Healthwatch that contributes to Healthwatch projects, planning, and overall delivery.
- Work with staff members to plan key points to share at meetings and events where you are representing Cambridgeshire and Peterborough.
- Working with Healthwatch volunteers and staff teams to uphold the Healthwatch brand.

- Engaging people, using online platforms e.g., Zoom, Teams or travelling independently to meetings as required.

### **Personal specification/requirements**

- Some understanding of the Health and Social care sector and the issues which service users, patients, carers and residents face when accessing publicly funded services.
- A willingness, capacity and confidence to voice these issues at strategic forums.
- Ability to build relationship with key health and social care, voluntary & community sector stakeholders.
- Ability to work as a team with other Healthwatch volunteers and staff.
- Respectful of confidentiality.
- Ability to travel independently to meetings as and when required.
- Experience of using Microsoft Office, including Word.
- Access to the internet/email.
- Be comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams (training can be provided).

### **How we will support you**

As well as an induction to this role, you will undertake an additional training module on 'Making a difference: influencing to achieve change'. You will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You'll be part of the Healthwatch team, making sure your volunteering experience is positive.

### **How much time is involved?**

We are very flexible regarding the amount of time involved in this role. However, to give you some indication we would anticipate approximately two hours for each meeting plus preparation and de-briefing time. This will, of course, depend very much on the frequency of the meetings you attend, but as a rule meetings usually take place bi-monthly. You will also need to factor in time for preparation and de-briefing, and your experience in doing these activities – which will inevitably improve as time goes on. We can therefore discuss and agree your time commitment as part of the induction process.

### **How to apply**

In order to become a Representation Volunteer you apply via the Community Listener Volunteer form by filling out our online application form Volunteer application form here: [Volunteer application form | Healthwatch Cambridgeshire](#)

If you have any questions or you would like to find out more, please call Heather Lord, our Volunteer Manager on 07885 911147 or email [heather.lord@healthwatchcambspboro.co.uk](mailto:heather.lord@healthwatchcambspboro.co.uk)

Please outline any accessibility requirements that you may have in the application form.

We look forward to hearing from you.