Community Engagement Volunteer
Role Description

What is Healthwatch Birmingham?

Healthwatch Birmingham is the independent consumer champion created to gather and represent the public and patient’s experiences of using local health and social care services. This includes services like GPs, pharmacists, hospitals, dentists, care homes and community based care.

Emerging from the Health and Social Care Act 2012, local Healthwatch were set up in every local authority area, to help put patients and the public at the heart of service delivery and improvement across the NHS. In total there are currently 152 local Healthwatch across England, facilitated and led by Healthwatch England.

Healthwatch Birmingham ensures the public voice is heard by those who commission, design and deliver health and social care services to make them better, now and in the future.

We listen to the experiences of patients and the public, providing routes to feedback and have a stronger say about the health and social care services you use.

Working with relevant bodies like the Care Quality Commission (CQC), we can take action to investigate or undertake a review of services using authoritative, evidence-based feedback instigated by concerns that are bought to our attention. We also have a seat on the Health and Wellbeing Board, where we work to ensure the views and experiences of service users are at the heart of decision making.

We also provide details for people to find information about how to access health and social care services, including how to make a formal complaint.

What is Community Engagement at Healthwatch Birmingham?

Community Engagement is ensuring that we enable every community across Birmingham to feedback on their experiences of using Health and Social Care services equally, now and in the future. Through Community Engagement we reach out into communities in our City, listen to diverse and vulnerable groups, and help make their voice powerfully heard by decision and policy makers.

What will the role entail?

Community engagement will take place across all 10 districts of the city. Community Engagement volunteers will be where they need to be to engage with a range of individuals and communities. Work will be carried out at different venues and locations including:

- Public Spaces: Streets, outside shops, parks etc.
- Public Venues: Community Centres, cafes etc.
- Events: Fetes, festivals and open days etc.

The objectives of community engagement are to:

- Promote the services and raise awareness of Healthwatch Birmingham and its services.
Recruit volunteers to support the work of Healthwatch Birmingham.
Collect people’s experiences of health and social care services. This includes collecting feedback from the general public, and more targeted work with specific population groups such as refugees & asylum seekers, people affected by mental health issues, people with English as a second language, young people etc.
Support investigations guided by the research team.
Sign up members of the public who are interested in sharing their stories and experience on a regular basis.

What skills and experience is required?
We are looking for individuals with a passion for working with the public in community settings. Volunteers need to be driven by making a difference to health and social care services by gathering public experience to feed our research and evidence gather.
We are looking for individuals who can demonstrate their skills and experience across the following areas outlined below. We are not expecting individuals to have all the skills and experiences outlined, however we do expect all volunteers to have the enthusiasm, willingness and ability to build and develop skills for the role.

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<tr>
<th>Skills</th>
<th>Behaviour</th>
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<tbody>
<tr>
<td>Communication</td>
<td>Friendly and Outgoing</td>
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<tr>
<td>Excellent verbal communication, able to speak with a range of people simply and clearly to explain complex information.</td>
<td>Is welcoming to individuals and proactive in engaging the public in a range of environments.</td>
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<td>Engaging</td>
<td>Positive and Enthusiastic</td>
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<td>Able to proactively approach individuals, building rapport and conversation. Able to relate to all population groups and people.</td>
<td>Is upbeat and excited about the work of Healthwatch Birmingham and this is evident in your approach to community engagement.</td>
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<td>Organised</td>
<td>Reliable and Flexible</td>
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<td>Able to follow process and work with structure using initiative to ensure everything that needs doing is done correctly and on time.</td>
<td>You are a trusted member of the team to be on time and turn up to activities you say you will. Understanding that activities may need to change and flexible to this.</td>
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<td>Record Keeping - Accurate</td>
<td>Caring, Relatable and Empathic</td>
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<td>Keeps detailed accurate and timely records as requested, following procedure and standardised methods.</td>
<td>Is interested in people’s stories and understanding to their situation. Has a passion for ensuring people are safe and listened to.</td>
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<td>Language skills</td>
<td>Non-judgemental</td>
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<td>Able to communicate with a wide range of individuals often with English as their second language or other language barriers. (Desirable to have additional spoken language.)</td>
<td>Doesn’t make assumptions or judgements about individuals’ situations or stories. Treats everyone fairly and works with the individual’s needs.</td>
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<td>Passionate about own learning and development</td>
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<td>Is keen to learn more and actively participated in learning opportunities and shares this with the rest of the team.</td>
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| Knowledge                      |                                |
| Equality and Diversity         |                                |
| Understands diversity and is flexible in their approach to meet the needs of a range of individuals. |
| Health & Social Care           |                                |
| Understands that Birmingham has complex Health and Social Care system. |
Information and Signposting

Understands that there are a range of organisations available to support people we speak to and knows or is willing to learn how to signpost to these.

Local

Understands their own local geography and how to work with this to achieve their goals.

What will you get from volunteering?

Successful volunteers will receive full training for the role with continuous personal and professional development opportunities. We provide on-going support in your role and arrange regular one-to-one and group meetings.

Below are some of the benefits of volunteering with Healthwatch Birmingham:

- 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 non-profit sector, engaging with a diverse range of people in different settings
- Spend quality time away from work or a busy lifestyle
- Boost your confidence and self-esteem
- Improve your health, well-being and quality of life
- Actual out of pocket expense reimbursed

How much time do I need to give?

Times are flexible to work around you and we ask for a commitment of one day a month minimum. This can be divided between separate days.

How do you apply?

All you need to know and how to apply for the role can be found on our website at http://healthwatchbirmingham.co.uk/volunteers/how-to-apply/

Alternatively you can request an application pack by contacting us:

e: info@healthwatchbirmingham.co.uk

t: 0800 652 5278

w: www.healthwatchbirmingham.co.uk

Twitter: @HWBrum

Facebook: /HealthwatchBirmingham

For more information about the role please ask for Hanna Nadershahi, Volunteer and Community Officer at Healthwatch Birmingham.