



## Volunteer Role Description

<b>Role Title:</b>	<b>Healthwatch Representative</b>
<b>Location:</b>	<b>Various locations across East Riding</b>
<b>Expected commitment:</b>	<b>Variable dependent on meetings attended</b>
<b>Accountable to:</b>	<b>Healthwatch Delivery Manager</b>

### Purpose of the role

To represent Healthwatch East Riding of Yorkshire (HWERY) at specific meetings in order to provide a voice for the views of people in the East Riding. You will work closely with your fellow HWERY representatives, staff, voluntary organisations and forums to hear what people are saying about services, feed this in to meetings you attend and report back to HWERY about what happens at the meeting.

Being a representative means you:

- are representing and therefore are accountable to HWERY
- need to represent the broad interests of patients and the public in the East Riding, not your personal view, or the view of other organisations you are involved in
- must report back about meetings using the same views, information, and input you gave when representing HWERY

### Main tasks may include:

- reading papers sent out before the meetings and attend any pre-meeting briefings arranged to support your work
- being available (to a reasonable degree) to HWERY staff and representatives in between meetings, via phone or one to one meeting
- sending a written report to Healthwatch after every meeting you attend (usually within 5 working days) and noting any further actions for HWERY that arise from the meeting
- making available your contact details (name, address, telephone, e-mail) to HWERY staff and representatives so that members can contact you about issues relating to the meeting you attend
- arranging for papers to be sent directly to yourself
- taking part in relevant training to improve skills or understanding of representation
- working with your fellow HWERY representatives to make sure HWERY representation is as coherent and effective as possible
- regularly attending other Healthwatch meetings in addition to attending the meeting you volunteer for





### Qualifications Required:

- No formal qualifications needed

### Volunteers will receive:

- Reimbursement of reasonable out of pocket travel expenses (receipts required)
- Training to be able to carry out the tasks
- Support and supervision

### Skills and Qualities Required

- Ability to communicate effectively with a range of people
- Ability to work with and on behalf of people from all backgrounds in a positive and supportive manner
- Good listening skills
- Empathetic approach
- Good planning and organisation skills
- Attention to detail
- Effective literacy and numeracy skills
- Knowledge of voluntary or health and social care sectors desirable
- Ability to operate as a team member
- Flexible attitude to types of jobs required within the role
- Smart presentable appearance
- Respect for the organisation's policies
- A commitment to equality and diversity
- Ability to act professionally and maintain confidentiality at all times

### Contact details

To apply for this position or for any questions relating to volunteering with Healthwatch East Riding of Yorkshire, please contact:

Caroline Frost  
Healthwatch East Riding  
Freepost RTEX-JUJY-LTUR  
Brough Business Centre  
Skillings Lane  
Brough  
HU15 1EN

Tel: 01482 665684

Email: [cfrost@healthwatcheastridingofyorkshire.co.uk](mailto:cfrost@healthwatcheastridingofyorkshire.co.uk)

Web: [www.healthwatcheastridingofyorkshire.co.uk](http://www.healthwatcheastridingofyorkshire.co.uk)





## **General Information for all Healthwatch Volunteers**

### **Recruitment method**

To become a Healthwatch volunteer you will be asked to complete an application/joining form and provide references. Depending on the nature of your role, you may be required to undergo a Criminal Record Bureau check. You will complete an introduction package and receive training relevant to your role. You will only be able to begin your volunteering once we have completed the necessary checks relevant to your role (which for some roles will include employment history).

### **Disclosure and Barring Service (DBS) Checks**

Confirmation of your appointment will be subject to the receipt of a satisfactory DBS check if, during the course of your role, you are likely to carry out tasks with, or in supervision of, children or vulnerable adults.

### **Probationary period**

Final confirmation of your appointment to this role is subject to a maximum three-month probationary period.

### **Ongoing training**

All our volunteers are provided with the necessary training to enable them to carry out their role.

Healthwatch actively encourages and invests in the development of our volunteer team. As new training becomes available you will have the opportunity to increase your skills and access training which relates to your role within the organisation.

Course dates are available from your supervisor.

### **Confidentiality**

All information concerning volunteers, employees and service users of Healthwatch shall be treated as strictly confidential at all times.

### **Equal Opportunities**

It is the aim of Healthwatch to ensure that no one receives less favourable treatment on the grounds of age, sex, race, colour, religion, marital status, sexuality or disability; or, is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Everyone shall adhere to our equal opportunities policy and ensure that diversity is valued throughout Healthwatch.





## Health & Safety

We aim to provide a safe environment for all our volunteers. We will therefore make you aware of your responsibilities under the Health and Safety at Work Act 1974, and to ensure that agreed safety procedures are carried out and to maintain a safe environment for volunteers, employees or visitors.

### Data Protection

If you have contact with data systems, computerised or otherwise, you are required to obtain, process and/or use the information in a fair and lawful way; to hold data only for the specific registered purpose; and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

### Expenses

Your volunteering for Healthwatch should not cost you anything. We will reimburse all legitimate out of pocket expenses incurred during your volunteering with us. Please see our separate volunteering expenses policy and discuss to your supervisor to confirm what expenses you can claim.

### Review of this description

This role description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of Healthwatch. This role description is to be reviewed in conjunction with the volunteer on an annual basis as part of the support and supervision process. It is expected that the volunteer will be as positive and flexible as possible using this document as a framework.

