



Volunteer Role Description

Role Title:	Information Service Support Volunteer
Location:	Various locations across East Riding
Expected commitment:	One regular Outreach session either monthly or bi-monthly
Accountable to:	Healthwatch Delivery Manager

Summary of Purpose

Information and Signposting is an integral part of the service offered by Healthwatch East Riding of Yorkshire (HWERY). We are here to listen to the concerns of the public, offer advice and information, and signpost on to other agencies. We can also help people to access support when making a complaint through Independent Complaints Advocacy (ICA). Volunteers can make a valuable contribution in helping us with our information service.

Main Tasks/Responsibilities

- Support and assist HWERY at Outreach sessions in the community
- Help clients to access relevant information about local Health & Social Care services
- Research local voluntary and community services, charities, support groups and activity groups for customers and / or HWERY.
- Produce guidance in an easy to understand format.
- Contribute to the design and delivery of research tools e.g. surveys
- Gather information on local events and meetings where HWERY can attend and gather views.
- Actively seek ways to promote and advertise HWERY.
- Follow all of HWERY policies and procedures.
- Participate in and contribute to team meetings.

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 in both oral and written formats in person and in writing
- Ability to engage with people from a variety of backgrounds
- Ability to work with, and on behalf of, people from all backgrounds in a positive and supportive manner
- Outgoing, friendly and approachable personality
- Good listening skills
- Self-motivated with a flexible approach
- Able to analyse and interpret data
- Ability to work with and on behalf of people from all backgrounds in a positive and supportive manner.
- A basic knowledge of local area, including services, attractions and general demographic
- A commitment to equality and diversity
- Ability to work on own initiative and as part of a team
- Ability to act professionally and maintain confidentiality at all times
- Ability to prioritise work load, and meet agreed deadlines
- Respect for the organisation's policies
- Able to share with other team members' your previous experience, skills and knowledge, which may be relevant to the team in providing the service.
- Be supportive, respectful and empathetic to colleagues and customers.

Qualifications Required:

- No formal qualifications needed but previous experience of research would be an advantage.

Contact details

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

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Healthwatch East Riding
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Brough
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Web: 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.

