



VOLUNTEER INDUCTION PACK

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A Brief Introduction to Healthwatch Doncaster CIC

Since April 2013 each local authority across England has had a duty to establish a local Healthwatch, acting as a consumer champion for people who use health and social care services.

Your local Healthwatch (Healthwatch Doncaster) helps people to get the best out of their local health and social care services; whether it's improving them today or helping to shape them for tomorrow.

Healthwatch Doncaster (HWD) is about local voices being able to influence the delivery and design of local health and social care services. Not just for the people who currently use them but for those who may need to access them in the future.

Your Healthwatch Doncaster provides the following services and will:

- Gather the views and experiences of local people (both good and bad) on the way health and social care services are delivered. HWD has the power to enter and view these services to get a feel for how well they are doing. HWD will influence the way services are designed and delivered, based on the evidence gathered from those who use the services by identifying trends and informing those who commission the services. HWD will also influence how local services are set up and commissioned by having representation on the Health and Wellbeing Board. HWD will also inform and make recommendations to Healthwatch England, the Care Quality Commission (CQC), NHS Doncaster Clinical Commissioning Group and local Healthwatch's in other areas.
- Provide a signposting service to help people find appropriate services.

On 1st July 2016 HWD became a Community Interest Company (CIC) which means that we operate solely for the benefit of the community that we serve and are not for profit. Decisions are made by The Board of Healthwatch Doncaster CIC, with active involvement by volunteers and supported by a team of paid professionals.

Healthwatch Doncaster Engagement Volunteer

Role Description

Healthwatch Doncaster values the contribution of its volunteers and offers training and support to help them carry out their role. This includes the reimbursement of agreed out-of-pocket costs, to enable them to facilitate this.

Healthwatch Doncaster aims to recruit volunteers fairly and equally and offers an Induction Programme to prepare the volunteers for the roles they wish to undertake. Volunteers will support Healthwatch Doncaster to engage, inform and influence with the aim of improving local health and social care services.

Purpose

The purpose of the volunteer role is to support the overall Engagement Strategy of Healthwatch Doncaster and this can take many forms:

- Being a community representative
- Representing a community of interest
- Engaging with your local and the wider community to inform them of local and national initiatives around health and social care.
- Gathering experiences of accessing health and care services from your local community and networks.

Key Tasks

This role may include some or all of the following tasks:

- Gathering people's experiences of local health and care services using a range of methods
- Contributing to the activities of the Healthwatch Doncaster
- Helping to plan, prepare and take part in Healthwatch Doncaster events
- Attending and contributing to events and drop-ins in the community
- Actively encouraging people to join the Healthwatch Doncaster distribution list
- Actively promoting Healthwatch Doncaster in a positive manner
- Participating in volunteer meetings either virtually or in person
- Contributing to projects with ideas and practical support
- Where required represent Healthwatch Doncaster at meetings, events or focus groups

Healthwatch Doncaster expects volunteers to:

- Undergo a Disclosure and Barring Service check where the role requires it
- Complete induction training, role specific training and participate in one-to-one support sessions with the Volunteer Co-ordinator, either virtually or in person.

Qualities and Skills relevant to this role:

- Volunteers will be given support and training, if required, to develop the skills necessary to undertake their volunteering role

If you would like to proceed with the volunteer induction there are just a few more steps to take to complete the process:

- Using the drop down boxes you need to read the relevant policies around Safeguarding, Confidentiality, Health and Safety, Equality and Diversity and Expenses. You then need complete and submit the Google form to confirm that you have completed the induction so far.
- You will also need to complete the *Volunteer Form* with your contact, emergency contact details and relevant permissions
This then needs to be emailed to sandra.hodson@healthwatchdoncaster.org.uk
- At this point you will need to undergo a Disclosure and Barring Service check and you will need to arrange this with the Volunteer Co-ordinator at Healthwatch Doncaster