**Introduction to Healthwatch Doncaster**
Healthwatch is the champion for people using health and social care services. We listen to people’s views about health and social care service including their experiences and encourage health and social care services to involve people in decisions that affect them.

We work for positive change in health and social care in Doncaster as well as highlight good practice within services.

We rely on volunteers like you to help make services better. Here’s how you can get involved with Healthwatch Doncaster

**Key benefits of volunteering**

As a volunteer, you will support Healthwatch Doncaster in fulfilling our purpose in being the champion for people using health and social care services. You will make a difference by connecting with people in your local community, including those whose voice is seldom heard so their experiences can help make health and care better.

There are many benefits to volunteering with your local Healthwatch. These include:

An opportunity to contribute positively to your local community, help people, and make a real difference to their lives

A chance to learn new skills with training and personal development opportunities

A useful stepping stone to employment

An opportunity to meet a diverse range of people and develop connections with people in your local community

Being part of a great team of volunteers, with dedicated staff to support you

**COVID-19 vaccination status**

Since 11 November 2021, people visiting adult care homes in a professional capacity will need to be fully vaccinated against COVID-19. From 1 April 2022, this legal requirement will be extended to cover visits to NHS services.

This legal requirement includes local Healthwatch representatives, therefore, for any roles where you anticipate volunteers would need to visit care homes or NHS services in person, they will need to prove their COVID-19 vaccination status.

## Disclosure and Barring Service (DBS) checks

## Some of Healthwatch Doncaster’s volunteering opportunities involve direct contact with potentially vulnerable members of the public. These roles are exempt from the Rehabilitation of Offenders Act 1974 (amended). This means that if you are applying for a role which will involve contact with vulnerable people you will be required to declare your entire criminal record including cautions, reprimands, final warnings and criminal convictions categorised as spent under the above legislation. This information will only be disclosed to specific Healthwatch Doncaster staff.

## Online Feedback Collector

### Overview

As an Online Feedback Collector, your role will be to collect feedback about people’s experiences of health and social care services that have been posted online. c

Why should you be a Healthwatch Online Feedback Collector?

There is a huge amount of information on the internet and social media about people’s experiences and views of health and social care services. You can help us Healthwatch Doncaster collect this information which we use to help inform the changes health and care services can make to improve care for all.

From Facebook groups to more official forms of feedback run by organisations, such as local charities and community groups, there are a variety of places online where people leave their reviews and experiences about the care they receive. With the data being vast and ever-changing, we need volunteers to help us collect information to help identify gaps or issues in the care being provided to people in Doncaster.

### What will the role involve?

* Searching for feedback on social media
* Searching for feedback using a list of online sources
* Data entry into our database

### Personal specification / requirements

* Experience of using Microsoft Office, including Word
* Be comfortable volunteering from home
* Access to the internet/email
* Able to use your own initiative but comfortable in asking for help when needed
* Respectful of confidentiality

How will we support you?

As well as the volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You’ll receive full training and be part of a team who’ll make sure your volunteering experience is positive.

How much time is involved?

Our volunteering roles are flexible and fit around your schedule. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.

## Information and Signposting Volunteer

### Overview

An Information and Signposting volunteer helps people get the information they need about health and care services and how to access community support. This is key part of what Healthwatch does and therefore you will be supporting people to get the information they need.

### Why should you be a Healthwatch Information and Signposting Volunteer?

Accessing health and care can be a difficult, with people not knowing where to go for support. As an information and signposting volunteer, you will be there to help guide people to the right health and care services, ensuring they have the most up to date information either online or over the phone. The COVID-19 pandemic has shown us just how important it is for the public to have the right information; you can play a vital part in making this happen.

What will the role involve?

* Providing information to the public that has been **checked and/or provided by Healthwatch**
* Searching for relevant information and agreeing with a member of staff whether it’s suitable to share with the public
* Recording the type of information, you have provided and who has received it

### Personal specification / requirements

* Someone who enjoys listening and communicating with people from different backgrounds
* Experience of using Microsoft Office, including Word
* Be comfortable volunteering from home
* Access to the internet/email
* Able to use your own initiative but comfortable in asking for help when needed

How will we support you?

As well as the volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You’ll receive full training and be part of a team who’ll make sure your volunteering experience is positive.

### How much time is involved?

Our volunteering roles are flexible and fit around your schedule. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.

### How to apply

You can apply for this role by filling out the application form.

If you have any questions or you would like to find out more, please call us on 01302 965450 or email sian.owen@healthwatchdoncaster.org.uk

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

We look forward to hearing from you.

## Community Engagement and Outreach Volunteer

As a Community Engagement and Outreach volunteer, you will play an important role in speaking to people in the community about their views on local health and care services. You will speak to with people via hospitals, libraries, shopping centre stalls, Healthwatch and community events. Online engagement via social media and other platforms may also be part of this role.

Why should you be a Healthwatch Community Engagement and Outreach volunteer?

If you like talking and listening to people, this is the right role for you. We have a vital role to play in ensuring people in Doncaster are engaged, listened to, and provided with an avenue to tell us their views and opinions.

By people sharing their experiences with us we can bring these to health and care providers and decision makers in Doncaster to influence services to make them better. You will be an essential part of our team in ensuring people’s voices are collected and heard in the right places. We need you to be the best that we can be.

What will the role involve?

* Working with Healthwatch volunteers and staff team to reach out into different communities to get people’s views on health and social care services
* Providing information to the public that has been **checked and/or provided by Healthwatch**
* Planning engagement activities with other volunteers and staff members
* Engaging people using online platforms e.g. Zoom, Microsoft Teams and/or via phone
* Keeping a record of people’s experiences and give these to Healthwatch staff members
* Holding engagement and information stands in community areas such as hospitals, GP Surgeries, and dentists
* Talking to and gathering views of the public and reporting this back to us
* Helping us conduct surveys and consultations with local people

### Personal specification/requirements

* Effective communication skills and ability to ask questions and listen well to engage with people
* Enjoys meeting with and talking to members of the public
* Empathy towards people
* Passionate about improving local health and social care services
* Able to separate own experiences from other people’s issues and to faithfully present the views of the people they represent
* Able to work as a team with other volunteers and staff
* 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 in the latter)
* Respectful of confidentiality

How will we support you?

As well as the volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You’ll receive full training and be part of a team who’ll make sure your volunteering experience is positive.

How much time is involved?

Our volunteering roles are flexible and fit around your schedule. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.

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## Research Volunteer

Overview

You will work with staff to support the research function of Healthwatch Doncaster as we gather people’s views and experiences of using different health and social care services.

Why should you be a Healthwatch Research volunteer?

If you like exploring and getting to the heart of issues that affect people, this is the right role for you. We have a vital role to play in ensuring people in Doncaster are engaged, listened to, and provided with an avenue to tell us their views and opinions about health and social care services. By people sharing their experiences with us we can bring these to health and care providers and decision makers in Doncaster to influence services to make them better. We need you to be the best that we can be.

What will the role involve?

* Working with Healthwatch volunteers and staff team to plan and deliver research activities with other volunteers and staff members
* Assisting in the production and implementation of surveys, focus groups and other research methods
* Recording and analysing data
* Assisting in the production of research reports
* Engaging people using online platforms e.g. Zoom, Teams

### Personal specification/requirements

* Effective planning and analytical skills and ability to ask questions and listen well to engage with people
* Able to work as a team with other volunteers and staff
* 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 in the latter)
* Respectful of confidentiality

How will we support you?

As well as the volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You’ll receive full training and be part of a team who’ll make sure your volunteering experience is positive.

### How much time is involved?

You will be asked to give one – three hours per week to the role of research volunteer though we are very flexible. We can discuss and agree your time commitment as part of the recruitment process.

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### How to apply

You can apply for this role by filling out the application form.

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## Administration Volunteer

There is never a dull moment at Healthwatch Doncaster. This is because we have such a wide remit in looking into health and social care services. We collect a lot of information, attend a lot of meetings and events as well as running our own event and meetings to engage with our communities. Therefore, we need to be organised and have ‘back office’ support.

Why should you be a Healthwatch Administration volunteer?

If you have a passion for supporting teams with your administration skills, then this is the right role for you. Our administration involves entering data into our Healthwatch intelligence system, event planning, answering emails and phone calls, taking notes of meetings, and general administration tasks. Good administration is crucial to us fulfilling our role of gathering and sharing people’s experiences with health and care providers and decision makers in Doncaster to influence services to make them better. We need you to be the best that we can be.

What will the role involve?

* Working with Healthwatch volunteers and staff team to undertake administrative tasks as and when needed
* Ability to use online platforms e.g. Zoom, Teams for volunteer and staff meetings
* Use Healthwatch Doncaster database to input and collate data from webforms, feedback forms, surveys
* Assist staff with any other data entry and administrative tasks
* Take notes of various Healthwatch project meetings and focus groups

### Personal specification/requirements

* Good level of spoken and written English
* Attention to detail and accuracy
* Able to work as a team with other volunteers and staff
* Experience of using Microsoft Office, including Word & Excel
* 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 in the latter)
* Respectful of confidentiality

How will we support you?

As well as the volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You’ll receive full training and be part of a team who’ll make sure your volunteering experience is positive.

### How much time is involved?

You will be asked to give one – three hours per week to the role of administration volunteer though we are very flexible. We can discuss and agree your time commitment as part of the recruitment process.

### How to apply

You can apply for this role by filling out the application form.

If you have any questions or you would like to find out more, please call us on 01302 965450 or email sian.owen@healthwatchdoncaster.org.uk

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Healthwatch Representation Volunteer

Overview

Healthwatch Doncaster is invited to numerous meetings and events and we need volunteers who are happy to attend some meetings and events on our behalf.

Why should you be a Healthwatch Representation volunteer?

If you have a passion for using your voice to influence people and would like to work with a team of staff and volunteers representing Healthwatch Doncaster at meetings and events, then this is the right role for you. Healthwatch Doncaster role is ensure people in Doncaster 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 and 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 intelligence with providers, commissioners
* Collect, record and feedback essential information to Healthwatch that contributes to Healthwatch projects, planning and overall delivery
* Work with staff member to plan key points to share at meetings and events where you are representing Doncaster
* Working with Healthwatch volunteers and staff team to uphold the Healthwatch brand
* Engaging people using online platforms e.g. Zoom, Teams

### 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
* 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 in the latter)

How will we support you?

As well as the volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You’ll receive full training and be part of a team who’ll make sure your volunteering experience is positive.

### How much time is involved?

You will be asked to give one – three hours per week to the role of research volunteer though we are very flexible. We can discuss and agree your time commitment as part of the recruitment process.

### How to apply

You can apply for this role by filling out the application form.

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Ambassador Volunteer

Overview

Healthwatch Doncaster Ambassadors are our eyes and ears on the ground, in the community sharing what we do as well as sharing back information collected within our communities.

Why should you be a Healthwatch Champion/Ambassador volunteer?

If you have a passion for your local community and making services better for people in those areas and beyond, then this is the right role for you. You will the ‘eyes’ and ‘ears’ of what is happening within the community. We have a vital role to play in ensuring people in Doncaster are engaged, listened to and provided with an avenue to tell us their views and opinions about health and social care services.

What will the role involve?

* Being a link person between Healthwatch Doncaster and other organisations; members of the public and community groups
* Be a positive ambassador for and uphold its reputation and values
* Help us gather people’s experiences of using health and social care services from all communities
* Receive and cascade information that Healthwatch Doncaster sends out
* Refer people to Healthwatch Doncaster to have their voices heard or to be signposted to the correct place
* Distributing leaflets to locations or groups near you e.g. GP surgeries, shops, churches or social groups
* Support engagement work in communities by being active in your own local area, representing and channelling the views of local people.
* Engaging people using online platforms e.g. Zoom, Teams
* As a Healthwatch Champion/Ambassador volunteer you will be committed to improving health and social care services alongside other volunteers and the Healthwatch team

### Personal specification/requirements

* Able to work as a team with other volunteers and staff
* 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 in the latter)
* Respectful of confidentiality

How will we support you?

As well as the volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You’ll receive full training and be part of a team who’ll make sure your volunteering experience is positive.

### How much time is involved?

We ask that all volunteers commit to attending an induction and any suitable training/events for them. Other than that, the role is flexible, and the time commitment will be agreed by you and your Volunteer Supporter.

### How to apply

You can apply for this role by filling out the application form.

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## Publications and Document Editor Volunteer

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### Overview

One of Healthwatch’s statutory duties is to involve people in the scrutiny of health and social care services. Healthwatch Doncaster wants our website and information to be accessible to everyone. Your role will be to help us get this right, no matter people’s needs.

In addition to producing and reviewing our own materials, we are regularly invited to read over documents from health and social care organisations to ensure they are user friendly. We are also asked to provide feedback or comments on information produced and provided by health and social care organisations.

### Why should you be a Publications and Document Editor?

In this role you will help to make our information, and that of health and social care organisations, more accessible. You may find yourself looking through documents, leaflets, or papers to make comments on how to improve them or to support Healthwatch staff to respond to a request for a Healthwatch to provide a comment or response to a particular care issue. In making information clearer for people you will be enabling them to understand what is happening to health and care in their community and the impact sharing their experience makes.

### What will the role involve?

* Looking over information materials and reports produced by Healthwatch and other organisations to ensure they are accessible to the public and/or its intended audience
* Working with colleagues at Healthwatch to produce a response to health and social care related papers/ documents such as an NHS Trust Quality Account

### Personal specification/requirements

* Experience of using Microsoft Office, including Word
* Be comfortable volunteering from home
* Ability to write in a clear and simple style
* Ability to understand the different ways to communication with different audiences
* Access to the internet/email
* Able to use your own initiative but comfortable in asking for help when needed
* Respectful of confidentiality

How will we support you?

As well as the volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You’ll receive full training and be part of a team who’ll make sure your volunteering experience is positive.

### How much time is involved?

Our volunteering roles are flexible and fit around your schedule. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.

### How to apply

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