

**Community
Engagement and
Signposting Volunteer
Role Description**



Introduction to Healthwatch Southwark

Healthwatch Southwark was established in April 2013 as the new health and social care consumer champion in the borough representing residents, service users, carers and organisations within Southwark.

We listen to the needs and experiences of Southwark residents on health and social care services and use those experiences to influence the professionals who plan, buy and deliver services so that they can be improved.

For more information on Healthwatch Southwark, please visit our website:

www.healthwatchsouthwark.org

Benefits of volunteering

As a volunteer, you will support Healthwatch Southwark in fulfilling our purpose in being the champion for people using health and social care services in Southwark.

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 like-minded people and develop connections with people in your local community
- Be part of a great team of volunteers, with dedicated staff to support you

Community Engagement and Signposting Volunteer

A Community Engagement and Signposting volunteer will support our engagement activities (i.e. events, outreach, workshops) in the community and help support the Southwark community to access local health and social care services.

Why should you be a Healthwatch Southwark Community Engagement and Signposting Volunteer?

People's feedback of health and social care services they use play a very important role in improving services for everyone. As a community engagement and signposting volunteer, you will talk to local people about their views and experiences of health and social care services to help us identify and address health and social care issues within Southwark.

What will the role involve?

- Speaking to people in Southwark about their experiences of local health and social care services (gathering feedback)
- Raising awareness of Healthwatch Southwark in your local community
- Engaging with people at libraries, community centres, hospitals, GPs, parks and at community events.
- Supporting our Feedback and Signposting Clinics
- Supporting people to access relevant services they may need
- Recording feedback and information

What is required for this role?

- Someone who enjoys listening and communicating with people from different backgrounds
- Be willing to travel to different parts of the borough
- Passionate about improving local health and social care service
- Feel comfortable in taking notes and writing them up.
- Experience of using Microsoft Office, including Word (desirable, not essential)

How much time is involved?

- This volunteering role is flexible and will fit around your schedule. We will always let you know in advance if you can commit to undertaking organised activities in the community, and you can let us know if you are able to support us. We will always work closely with you to ensure your volunteering role fits with your personal and social commitments.
- We ask for a minimum commitment of 3 months.

How to apply

- You can apply for this role by filling out the application form and emailing it to info@healthwatchsouthwark.org
- If you have any questions, would like to find out more about the role, or require support filling out the application form please call us on 020 7358 7005 or email info@healthwatchsouthwark.org
- Please outline any accessibility requirements that you may have in the application form.

We look forward to hearing from you!