

Healthwatch Westminster and Healthwatch Kensington & Chelsea Volunteering Opportunities

Healthwatch is the champion for people using health and social care services. We listen to people's views about health and social care services including their experiences and encourage health and social care services to involve people in decisions that affect them. We rely on volunteers like you to help make services better. Here's how you can get involved with us through our activities.

Community Engagement Volunteer Role

Overview

Do you like talking and listening to people? Then this role could be for you. As a Community Engagement volunteer, you will play an important role in helping us carry out our Patient Experience Programme and Know Your Rights sessions. You will speak to people in hospitals, GP surgeries, libraries and other community settings to gather their feedback on local health and care services.

By people sharing their experiences with us we can bring these to health and care providers and decision makers in Westminster and Kensington & Chelsea 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.

Tasks

- Working with Healthwatch volunteers and staff team to reach out into different communities to get people's views on health and social care services
- 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 libraries
- Talking to and gathering views of the public and reporting this back to us

- Helping us conduct surveys and consultations with local people as part of our Patient Experience Programme

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
- Respectful of confidentiality
- Able to travel to and around the borough

Considered a Bonus:

- Additional languages are considered a plus.

Time Commitment

- Ideally, our local Healthwatch Volunteers would be able to make a regular commitment to the role on a weekly or monthly basis, but this role can also be ad-hoc to suit your lifestyle.

Time Commitment

- A weekly commitment
- You will be asked to give at least three hours per week to the role of Social Media Marketing volunteer though we are very flexible. We can discuss and agree your time commitment.

Website Communications Volunteer Role

Overview

At Healthwatch, we use our website to engage with people. This includes by encouraging them to share their experiences with us, providing them with information and signposting, sharing important local health and social care news and showcasing our studies and reports. Our website highlights how we use local community voices to help shape and improve health and care services.

Tasks

- Creating news articles and blogs about our projects, national campaigns, evolving public health policies, local events, and public health consultations that people can get involved in
- Researching and creating Advice and Information blogs on health and social care issues
- Reviewing key partner websites for relevant news items to amplify
- Aligning social media content with website content
- Reviewing the website's usability and providing feedback to improve user experience
- Aim to produce a minimum of 1 article per week.

Personal specification/requirements

- Experience of using Microsoft Word
- Ability to write in a clear and simple style, in line with the Healthwatch tone (we have training and guidance available to support you with this)
- Ability to understand the different ways of communicating with various audiences

Time Commitment

- A weekly commitment
- You will be asked to give at least three hours per week to the role of Website Communications volunteer though we are very flexible. We can discuss and agree your time commitment.

Postal Newsletter Volunteer Role

Overview

Our monthly newsletter helps us to connect with community members by informing them about health and social care news, our advice and information, and our latest reports. We offer both digital and postal newsletters. The postal version is essential for reaching people without online access, and we'll need your support to make sure the content is accessible to everyone.

Tasks

- Summarising blog posts and news articles to highlight key information for the monthly newsletter
- Aligning the content with the digital newsletter
- Assisting in editing and proofreading content for clarity and accessibility
- Selecting appropriate images to enhance readability and engagement
- Distributing the newsletters through post (e.g. preparing addressed letters)

Personal specification/requirements

- Experience of using Microsoft Word
- Ability to write in a clear and simple style, in line with the Healthwatch tone (we have training and guidance available to support you with this)

Time Commitment

- A monthly commitment
- The newsletter is produced on a monthly basis. You will be asked to give approximately 1 day per month for this role, which will include developing the newsletter, collecting the newsletter from the office, and preparing the newsletters to be distributed via post.
- We are very flexible and can discuss and agree your time commitment.