

Outreach Volunteer – Role Description

Purpose of the role:

Outreach is a tool we use to go out in the community to speak to individuals and groups from all sections of the community, including hard-to-reach and seldom heard communities. We ensure that the needs of local people are at the heart of health and social care, we listen to what people like about services, and what could be improved, and share it with those with the power to make change happen.

As an Outreach Volunteer you will play a key role in delivering our statutory function of listening to local people's experiences of health and care services in Bradford and District.

In this varied role, you will be engaging with local people from all walks of life to listen to people's views and experiences and to explain and promote work of Healthwatch Bradford and District. This will involve gathering feedback through:

- Attending “pop-up stalls” at different locations across the district such as community centres, hospitals, GP practices and others
- Taking part in focus groups
- Undertaking surveys and consultation with members of the public
- Attending events organised by Healthwatch Bradford and District

Time commitment:

This is a flexible role and time commitment will be agreed with you depending on your availability. Activities could take place during the day, the evening or the weekend, we ask you to commit to 2 hour slots. In addition Healthwatch aims to bring all volunteers together for volunteer team meeting and celebrations about every 3 months.

Location:

Venues across Bradford and District (occasionally we work in Craven)

Accountable to:

Healthwatch Service Co-ordinator and Healthwatch Engagement Officer

Training required:

- Volunteer Induction training (mandatory)
- Engagement training (mandatory)
- Safeguarding training (mandatory)
- On-going role related training
- Refresher training every two years

Expenses:

Out of pocket expenses incurred whilst undertaking the role will be paid in line with the Healthwatch Expenses Policy.

Additional considerations and requirements:

Outreach Volunteers must:

- Sign up to and adhere to the Code of Conduct
- Act in accordance with the Nolan Principles

Support provided:

- Training about Healthwatch and key health and social care issues in the Bradford District
- Training in engagement techniques
- Ongoing one to one and group support
- You will also be given a copy of our Volunteer Information Booklet to refer to when you start your role.

What we hope you will gain from volunteering with us?

- Develop your knowledge and understanding of how health and social care services are planned, delivered and commissioned.
- Develop your skills and increase your confidence working with a range of people from service users and the NHS and council and community organisations.
- Help make sure that local people can have a voice in health and social care.
- Become part of our volunteer team and help Healthwatch Bradford and District make a difference in the community.
- The chance to meet new people and enjoy new experiences
- The satisfaction of knowing that you are contributing to improvement of local health and social care services.
- **Outreach Volunteer - Role Specification**

Below are the specific skills, attitudes and values that we require you to hold in order to become an Outreach Volunteer at Healthwatch Bradford and District. Please refer to each of these when completing the **Outreach Volunteer Interest Form**.

What skills do you need?

We are looking for reliable volunteers with a friendly outgoing personality, a desire to help improve other people's lives and the ability to communicate with people from all walks of life. You will have excellent listening skills and be able to record feedback. Some knowledge and understanding of local health and social care service provision, either through personal or professional experience, would be of benefit but full training will be provided.

Attitudes and values:

- Self-aware
- Reliable
- Open minded
- A desire to help make positive change for the people of Bradford
- Display tact and diplomacy in challenging situations
- Non-judgemental
- Respectful approach to others
- Able to separate personal experiences from other people's to accurately present information
- Show consideration, sensitivity and respect to all, irrespective of background, culture, ethnicity, age, gender, sexuality or presenting issues

Please note: this is an unpaid, voluntary role.

Next steps to becoming a Healthwatch Volunteer

1. Contact us if you wish to discuss the role further
 - Tel: 01535 612545
 - Email: volunteer@healthwatchbradford.co.uk
2. Download and complete the **Volunteer Interest Form** and **Equality and Diversity Monitoring Form** from our website: www.healthwatchbradford.co.uk or request them by contacting us directly
3. Complete the **Volunteer Interest Form** and **Equality and Diversity Monitoring Form** and return to us:
 - by email to: volunteer@healthwatchbradford.co.uk
 - by post to: Healthwatch Bradford and District, Central Hall, Alice Street, Keighley, BD21 3JD
4. Once we receive your forms and have reviewed them we will be in contact with you.
5. If successful we will then arrange your training and induction dates with you

We look forward to hearing from you and thank you in advance for your interest in volunteering for Healthwatch Bradford and District.