

Volunteer Recruitment

Welcome Pack



healthwatch
Darlington





Who are Healthwatch Darlington?

Healthwatch Darlington Limited is your independent consumer champion for health and social care in Darlington. We help to shape and improve local health and social care in your community.

We are a part of the Healthwatch national network, established by the Government to ensure local patients and users have a greater input to shaping and designing local services.

What we do:

- Enable local voices to influence the delivery design of local health and social care services
- Empower Health Connector volunteers to gather views and experiences from local people
- Involve and engage local people, putting YOU at the heart of Health and Social Care service decision making
- Enable local people to make informed choices about their own, their families and friends' health and social care
- Influence the way services are planned, designed, commissioned and delivered
- Have strong relationships with Health and Social Care commissioners and providers as a critical friend using community views to influence and improve planning and delivery of services
- Provide information and support about local services and signpost to them

You can get involved by becoming a Health Connector and supporting your community!





How do volunteers contribute to Healthwatch Darlington and why should you join us?

Our Health Connectors share their time, energy and experience to help others and we would love to welcome you to our team!

You could volunteer to **Observe** local services such as Care Homes, Hospitals or GP Services.

Perhaps you've worked in the Health and Social Care sector and can use your experience at a **Strategic** level to represent Healthwatch Darlington.

Or are you a chatterbox and love to be out and about in the **Community** chatting with people about what they think of local services.

Our Health Connectors kindly give their time to make sure Healthwatch Darlington is there for people whenever they need us.

Encouraging people to **#speakup** and share their experiences and ideas about how services can be improved means we can also ensure our residents are involved in local decision making right from the start.

By joining our valued volunteering team you will be making a difference not only to your community but also to vulnerable individuals who may be struggling to find the right support from their health & social care services.





Benefits

Becoming a Health Connector is a rewarding, flexible and influential role.

Some of the benefits of volunteering to individuals:

- Positive impacts on your health and wellbeing; building confidence, enjoyment!
- Opportunities to meet new people; reducing isolation and loneliness
- Personal development; new skills or building on existing experience and knowledge
- A route to employment or training
- Taking on something you enjoy which can be flexible around your own life - you choose when to give your time

Some of the benefits of volunteering to communities:

- Delivering positive change in your own community; Health Connectors
- More resilient communities working together
- Increased understanding between different cultures; overcoming barriers to health & social care services

Three reasons you should become a Healthwatch volunteer:





What roles do we offer?

Health Connectors can volunteer in any of our roles which fall into three categories; **Observer**, **Community** or Strategic and are not limited to one role. This means you can learn new things and enjoy new experiences throughout your time with us. We care about our Health Connectors and understand that flexibility is really important so you choose when to give your time.

Community

Digital Volunteer

You will assist with sharing information, gathering views and listening to people using a wide range of digital methods. You will share your exciting ideas so we can reach out to people living across Darlington. You will be comfortable with planning LIVE video sessions with the support of our team helping us to deliver our new and interactive LIVE Facebook sessions with key guest speakers called #WellbeingWednesday. You will be able to confidently take part in online video meetings and make use of digital devices to effectively volunteer from home.

Virtual Outreach Assistant

To extend the reach of Healthwatch Darlington through virtual outreach activities. Assisting the Senior Volunteer & Outreach Coordinator with planning virtual outreach visits, contacting potential organisations and businesses to join online meetings and sessions. Assisting on the day by taking notes, using your listening and communication skills to support the session. You will be able to confidently take part in online video meetings and make use of digital devices to effectively volunteer from home.

Social Media Volunteer

Engage with local people via social media platforms such as Facebook, Twitter and Hootsuite. Provide assistance in updating social media platforms with interactive and interesting posts to increase followers and maintain existing followers. Promote Healthwatch Darlington and activities through social media to extend the reach of Healthwatch into the community.



Strategic

Enter & View Representative - On hold due to Covid

The law allows authorised representatives of Healthwatch Darlington to enter, view & observe health and social care services. Health Connectors can undertake training in order to become representatives.

Mystery Shopper - On hold due to Covid

To conduct mystery shopping exercises within local community health services such as pharmacies and opticians. Gather information in order to develop small reports which will include findings and recommendations that can be given to service providers.

Observer

Meeting and Network Representatives

Attending meetings and network groups on behalf of Healthwatch Darlington acting as a representative. Sharing information and news on behalf of HWD whilst reporting back any relevant and important information we need to know.

Report & Research Writer

To support the Healthwatch Team to deliver robust, valid and reliable research reports and to ensure that strong evidence and research influences the organisation's priorities and actions.

As well as the above roles we also look for volunteers to support with general administration within the Healthwatch Darlington office as and when this arises.

For more information and full role descriptions please visit our website via www.healthwatchdarlington.co.uk/content/volunteering

PLEASE NOTE: All roles are currently 'from home' using a computer due to the pandemic. You will need access to a device and internet feeling comfortable to take part in online video sessions with other volunteers.



Who to contact?

Now the exciting part...

If you have filled out our participation form and have decided that we are the team for you then please return this to the following address: **Healthwatch Darlington, Sterling House, 11 St Cuthbert's Way, Darlington, DL1 1GB**

You will then be invited for an informal interview to discuss your application further.

If you're undecided but want to ask more questions about our exciting volunteering programme then please contact **Abbey Lax** our **Community & Volunteer Officer** who will be happy to have a chat with you via:

Email: info@healthwatchdarlington.co.uk

Telephone number: 01325 380145

We look forward to welcoming you to our team of Health Connectors!

**“I love the work I do with Healthwatch Darlington and the time I spend with other volunteers” -
*Health Connector Volunteer***

PARTICIPANT ENROLMENT FORM

Becoming a Healthwatch Darlington Participant

Welcome to Healthwatch Darlington. Please take a moment to fill out this form to help you get the most out of your participation.

(The following details are confidential to Healthwatch Darlington and for the purposes of supporting our participants in any role they choose.) Consent must be obtained before sharing any personal details in accordance with Data Protection Act 1998.

Participate in: Receiving Newsletter, E-bulletin, Updates Attending Network Meeting

Volunteering Other

<p>Name:</p> <p>Address:</p> <p>Phone:</p> <p>Email:</p> <p>Emergency contact: Phone:</p>	<p>Date enrolled:</p> <p>.....</p> <p>How recruited:</p> <ul style="list-style-type: none"> • HWD directly • Referral • Marketing • BME Project • Other?
<p>Interests / Goals:</p> <p>What's important to you?</p> <p>How can we support you?</p>	
<p>Development needs:</p>	

Actions:	
Monitoring: Case Study of volunteer experience?	Yes / No
ID:	Ref/No.

What areas covered by Healthwatch Darlington would you be interested in?

- Healthcare
- Children & Young People
- Mental Health
- Carers
- Disability (including physical, sensory and learning disabilities)
- Older People

What would best describe you in relation to this application? Please tick as many as apply to you.

- User of health services
- Member of general public
- Staff (Voluntary Sector)
- Retired health or social care professional
- User of social care services
- Carer
- Staff (Health or Social Care)

Other

Participant: I confirm that I have completed the details on this form and I am happy for Healthwatch Darlington to use this information as agreed

Print Name: _____ Signature: _____

Date _____