

**Volunteer Role Description**

**Communication and Media Support**

**Purpose**

To assist the Communications Officer with developing and updating content for the Healthwatch websites, social media platforms and publicity materialsfor Bristol, North Somerset and South Gloucestershire. Researching and suggesting ideas for sources of content such as health and social care organisations to signpost members of the public to.

**Responsibilities**

* To regularly post stories and other information on the Healthwatch websites supplied by the Healthwatch team
* Assist in updating social media platforms such as Facebook and Twitter with interactive and interesting posts
* Support the process of creating posters and leaflets
* Keep up to date with health news stories
* Support in the technical process of creating surveys using SurveyMonkey

**Desirable Skills**

* An ability to understand and write about the mission of Healthwatch
* Experience of updating websites (using a CMS), creating social media posts and printed literature
* The ability/skills to source and manipulate images as required
* Good written and spoken English (knowledge of Search Engine Optimisation useful)
* Ability to develop creative ideas and an eye for detail
* An appreciation of graphic design/layout
* Willingness to learn and attend training as required

**Time Commitment**

This is a regular volunteering role which could be between 2-6 hours per week, or more. The role will provide an opportunity for the volunteer to put their skills into practice in a busy work environment. We ask all our volunteers for a minimum of 6 months commitment.

**Training and Support**

Support and guidance will be provided by the Healthwatch Communications Officer.

You will be asked to attend an induction, complete on-line Safeguarding training and will be provided with ongoing support by the Volunteer Co-ordinator.

**You can also expect**:

* Regular check-in sessions with the volunteer coordinator
* A formal review after 1 year of service
* Reimbursement of reasonable travel expenses
* Ongoing training where appropriate to the role

**Benefits**

Volunteering with Healthwatch will give you the opportunity to:

* Involve yourself in your community
* Meet new people
* Play an important role improving health and social care
* Learn new skills or improve existing skills
* Gain experience that could be a stepping-stone into employment or training

We can provide a reference for volunteers after 3 months volunteering

**How to Apply**

Please complete a volunteer application form and equality and diversity monitoring form. If you are offered a volunteering role we will need to check references from people who know you well.

Return your form to:

Healthwatch Bristol, North Somerset and South Gloucestershire,

3rd Floor, The Sion,

Crown Glass Place,

Nailsea,

BS48 1RB

Or [julia@healthwatchbnssg.co.uk](mailto:julia@healthwatchbnssg.co.uk)

To help us decide if this is the right opportunity for you we will invite you to an informal interview after receiving your completed form.

For more information visit:

[www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk/)

[www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk/)

[www.healthwatchsouthglos.co.uk](http://www.healthwatchsouthglos.co.uk/)

Please call Julia Senior-Smith, Volunteer Co-ordinator, on 01275 854311 if you have any questions.