

**Engagement and Feedback, Information and Guidance Volunteer**

**Purpose**

Engagement and Feedback provide an important link between Healthwatch and the residents of Bristol, North Somerset, or South Gloucestershire. You will be the first person a member of the public will engage with and using your communication skills will gather feedback and experiences about health and social care services. The feedback gets fed back to services and Government, so they know what works, what does not work and what people want in the future. There is also the opportunity to help within specific focus groups on a specific service or area.

Information and Guidance provides an important link between a person’s health and local services, this may be regarding food or fuel poverty, housing, immigration, or a specific health related issue. Healthwatch BNSSG hold a directory of many organisations that could support a person further. We use the directory to signpost people so they can make contact to receive the support or information they need

**Location**

Within our Bristol Hub and at events city-wide

**Commitment**

A minimum of 2.5hrs in the morning or afternoon once a week or every two weeks

**Responsibilities**

* To work alongside staff and other volunteers.
* To greet and meet members of the public
* To listen to and gather what people are saying about their experiences of health services e.g. at GPs, hospitals, dentists, opticians and community mental health settings.
* To enter feedback accurately onto our database within the Bristol Hub
* To take on other administrative tasks within the Bristol Hub
* To promote Healthwatch at our Bristol Hub, within community groups and various events, festivals etc.
* To adhere to the Volunteer Agreement and Code of Conduct.

**Skills Needed**

* An ability to describe and explain the mission of Healthwatch
* Active listening - a considerate, respectful, and non-judgmental approach
* Confidence in talking to people who may have a difficult story to share
* The Ability to separate personal experiences from those of others
* Accuracy in collecting verbal information in written form and computer skills (Google search, printing and basic excel)

**Training and support**

Full induction, training and ongoing support will be given.

**Benefits**

Volunteering with Healthwatch will give you the opportunity to:

* Involve yourself in your community.
* Meet new people.
* Play an important role in improving health and social care.
* Learn new skills or improve existing skills.
* Gain experience that could be a steppingstone 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: jacqui@healthwatchbnssg.co.uk

If you would like to have an informal chat, please let Jacqui know via email or pop into the Bristol Hub, UG21 Union Gallery, Broadmead, Bristol, BS1 3XD

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 Jacqui Reeves, 03300553251 if you have any questions