

### Volunteer Role Description

<b>Role Title:</b>	<b>Youth Healthwatch Volunteer</b>
<b>Location:</b>	<b>Variable across North Lincolnshire and/or online meetings</b>
<b>Expected Commitment:</b>	<b>Variable (minimum monthly online meetings)</b>
<b>Accountable to:</b>	<b>Healthwatch Staff Team</b>

#### **Purpose of the role**

The Youth Healthwatch aims at providing young people between the ages of 16-21 with a platform to work together to improve health and care services in North Lincolnshire.

When the Youth Healthwatch meet they will be encouraged to share their experiences about local health and care services and raise concerns from a youth perspective. As a representative of young people within North Lincolnshire, the group will be an important aspect to the overall work of Healthwatch North Lincolnshire.

The Youth Healthwatch will also be able to disseminate the information they learn to their peer group; thus giving other young people important information to help them make decisions around their own healthcare.

One of the vital roles of the group will be to carry out extensive research on various topics. Each project will have a thematic focus. The Youth Healthwatch will initiate their own projects and campaigns with the support of staff from Healthwatch North Lincolnshire.

Please note: If you are under 18, a parent and guardian consent form will need to be completed as part of the application process.

#### **Main tasks may include:**

- Working with the public at events and engagement activities
- Carrying out surveys with the public or specific groups
- Carrying out Enter and View visits within care homes, GP practices and other health and care settings
- Reading and reviewing documents so they are jargon free and easy to read
- To work alongside staff team members on targeted projects

#### **Skills and Qualities Required**

- Ability to verbally communicate effectively
- Ability to engage with people from a variety of backgrounds
- Good listening skills
- Ability to work with and on behalf of people from all backgrounds in a positive and supportive manner
- Outgoing, friendly and approachable personality
- A commitment to equality and diversity
- Ability to work on own initiative and as part of a team



- Ability to act professionally and maintain confidentiality at all times
- Respect for the organisations policies
- Participate in and contribute to team meetings
- Be supportive, respectful and empathetic to colleagues and customers.
- Always be prepared to be an ambassador for HWNL in whatever capacity you find yourself, hence ensure your actions and attitude are always presented professionally

#### **Qualifications Required:**

- No formal qualifications needed

#### **Volunteers will receive:**

- Training to be able to carry out the tasks
- Support and supervision
- The opportunity to take part in all aspects of Healthwatch North Lincolnshire activities
- The opportunity to learn new skills
- The opportunity to take part in as much or as little of Healthwatch activity as you can commit to

#### **Contact details**

To apply for this position or for any questions relating to volunteering with Healthwatch North Lincolnshire, please contact:

Healthwatch North Lincolnshire  
Suite 37  
Normanby Gateway  
Lysaghts way  
Scunthorpe  
North Lincolnshire  
DN15 9YG  
Tel: 01724 844986

Email: [enquiries@healthwatchnorthlincolnshire.co.uk](mailto:enquiries@healthwatchnorthlincolnshire.co.uk)

Web: [www.healthwatchnorthlincolnshire.co.uk](http://www.healthwatchnorthlincolnshire.co.uk)



## **General Information for all Healthwatch Volunteers**

### **Recruitment method**

To become a Healthwatch volunteer you will be asked to complete an application/joining form and provide references and you will be required to undergo a Disclosure and Barring Service (DBS) check. You will complete an introduction package and receive training relevant to your role. You will only be able to begin your volunteering once we have completed the necessary checks.

### **Ongoing training**

All our volunteers are provided with the necessary training to enable them to carry out their role.

Healthwatch actively encourages and invests in the development of our volunteer team. As new training becomes available you will have the opportunity to increase your skills and access training which relates to your role within the organisation.

Course dates are available from your supervisor.

### **Confidentiality**

All information concerning volunteers, employees and service users of Healthwatch shall be treated as strictly confidential at all times.

### **Equal Opportunities**

It is the aim of Healthwatch to ensure that no one receives less favourable treatment on the grounds of age, sex, race, colour, religion, marital status, sexuality or disability; or, is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Everyone shall adhere to our equal opportunities policy and ensure that diversity is valued throughout Healthwatch.

### **Health & Safety**

We aim to provide a safe environment for all our volunteers. We will therefore make you aware of your responsibilities under the Health and Safety at Work Act 1974, and to ensure that agreed safety procedures are carried out and to maintain a safe environment for volunteers, employees or visitors.

### **Data Protection**

If you have contact with data systems, computerised or otherwise, you are required to obtain, process and/or use the information in a fair and lawful way; to hold data only for the specific registered purpose; and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.



## Expenses

Your volunteering for Healthwatch should not cost you anything. We will reimburse all legitimate out of pocket expenses incurred while you're volunteering with us. Please see our separate volunteering expenses policy and discuss to your supervisor to confirm what expenses you can claim.

## Review of this description

This role description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of Healthwatch. This role description is to be reviewed in conjunction with the volunteer on an annual basis as part of the support and supervision process. It is expected that the volunteer will be as positive and flexible as possible using this document as a framework.

