

# Volunteer for Healthwatch Sunderland



- Volunteers will support the engagement work of Healthwatch Sunderland across the local community by channeling the views of local people and telling us what matters to people who use health and social care services. Volunteers will be committed to improving health and social care services and be willing to support and promote the work of Healthwatch in their community. Volunteers will signpost local people to the Healthwatch Information and Signposting Service for information on health and social care service and how to complain about services.

## ➤ Main Tasks:

- Promote Healthwatch Sunderland and its role within the community – who we are and what we do and encourage individuals and organisations to sign up to our e-distribution list.
- Distribute Healthwatch Sunderland information and promote to local people.
- Engage with people in the community to discover their views and experiences of local health and social care services.
- Enter & View health and social care provision premises while services are being delivered and report back findings.
- Where appropriate attend meetings, events and groups as a representative.

## Personal Qualities

- Have good listening and verbal communication.
- Have enthusiasm and a positive approach.
- Have basic literacy skills.
- Able to engage with individuals.
- Able to separate your own experiences from other people's issues.
- Be non-judgemental.
- Value people as individuals, respecting difference and diversity.
- Be reliable.
- Be interested in developing new skills.

All reasonable out of pocket expenses will be paid including mileage allowance.

## ➤ How to join us

Contact:

[healthwatchesunderland@pcp.uk.net](mailto:healthwatchesunderland@pcp.uk.net)