# HW_Rochdale_A4_CMYK

# Volunteer role description

For volunteers that would like to support Healthwatch Rochdale with Impact.

****

# About this exciting opportunity

**Are you passionate about health and social care in Rochdale? Do you have a few hours a month to spare to help us with our mission? Could you help us to identify impact achieved in order to track and showcase the difference we are making within the Rochdale Borough?**

Here, at Healthwatch Rochdale we rely on volunteers to help us undertake our work. We aim to involve a diverse range of volunteers from across the Rochdale borough who are reflective of the local communities. Your knowledge will help us build stronger links with Rochdale residents who live, work or receive health or social care services locally.

Volunteers bring a variety of skills and a fresh perspective, offering time and passion to help shape and create impact with our work.

**This document contains information about the tailored volunteering opportunity:**

**Impact Assistant**

**It also includes the following information**:

* Introduction to Healthwatch
* The benefits of volunteering
* Voice of a Volunteer – their lived experience
* How much time is involved
* Role Description
* Role Spec
* How to apply



This document is also supported by the following separate documents:

* Volunteering FAQ
* Monitoring Form
* Application Form

**Introduction to Healthwatch Rochdale**
**Healthwatch Rochdale is the independent champion for people using health and social care services. We listen to people’s views about health and social care services in the Rochdale borough including their lived experiences and encourage these services to involve people in decisions that affect them.**

**We work for positive change in health and social care in Rochdale as well as highlighting good practice within services.**

**We rely on volunteers to help make these services better.**

*“Volunteers are vital in the work that is completed at Healthwatch Rochdale…”* Kate Jones, CEO, Healthwatch Rochdale

**[Our Vision](https://www.healthwatchrochdale.org.uk/what-we-do)**

Improved health and social care experience for everyone in Heywood, Middleton and Rochdale.

**Our Mission**

We are the independent voice of Heywood, Middleton and Rochdale residents. We listen, challenge, and shape local health and social care services.

**Our Values**

* **Credible** - We hold ourselves to the highest standards, we are open and honest in everything we do.
* **Cooperative** - We maintain a positive, forward-looking focus and work with others to get things done.
* **Inclusive** - We start with local people first; we work for everyone.
* **Responsive** - We take what we know and translate it into actions.
* **Accountable** -We take responsibility for our actions and stand by decisions.

# Our Strategic Objectives

Seeking people’s views on their experiences of needing, or using, health and social care services.

Seeking the views of people whose voices and views are not always heard and reduce the multiple barriers that some people face in being heard. We will then use their views to bring about change.

Acting on what we hear to bring about improvements to health and social care policy and delivery.

Continue to deliver a strong and well governed organisation that uses its resources for greatest impact, new opportunities, positive outcomes, and value for money.

# Benefits of volunteering

### We want your experience as a volunteer with us to be as enjoyable as possible. As a volunteer, you will support Healthwatch Rochdale in fulfilling our purpose in being the champion for people using health and social care services within the Rochdale Borough.

There are many benefits to volunteering with Healthwatch Rochdale. These include:

* An opportunity to contribute positively to your local community, help people, and make a real difference to their lives
* A chance to learn new skills with training and personal development opportunities
* An opportunity to meet like-minded people and develop connections with people in your local community
* Volunteer travel expenses reimbursed
* Incentives – Certificates, references
* Be part of a great team of volunteers, with dedicated staff to support you
* Act as a steppingstone into employment or training opportunities. We will support you on this journey.

# Voice of a volunteer

 “*The tracking of impact as an organisation is a great way to showcase what a difference the feedback and lived experiences of the Rochdale residents makes…*.*It shows that local voices can make a difference!* **”**

HW Rochdale Volunteer

# How much time is involved?

Our volunteering roles are flexible and fit around your schedule. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.

We also request that you undergo training with us, but again we will work with you to ensure that the time is manageable.

**Our Impact Assistant Role is not a public facing role, therefore it is ideal for somebody who would like to volunteer from home. We anticipate this role would require approximately 2 hours per week.**

# Role description

## 1. Impact Assistant Volunteer

### Overview

Healthwatch aims to help improve how health and social care services operate for the public. We present what people tell us to those who can make decisions to improve things.

Healthwatch Rochdale wants to be as good as possible at following up on the things we’ve told the people who plan and deliver health and care services to find out what’s been done about them. We need to find out more about how our work has helped improve services because this helps ensure we continue to get support from the public and the people who fund us.

The Impact Assistant volunteer will help the Healthwatch team record and keep track of the changes we are wanting to see in health and care services.

If going out and directly working with the public isn’t your thing, this could be the ideal role that allows you to support and contribute to the success of Healthwatch Rochdale.

Terminology

We use the word ‘outcomes’ to mean the positive changes to services we achieve through our work.

*For example, our work might achieve the outcomes of people getting clearer information about how to get to their hospital appointment and so fewer people miss their appointments.*

We use the word ‘impact’ to mean the wider benefits to people’s lives that they experience because of the services being better.

*The impact for patients would be things like reduced stress, more successful treatment, and more time to spend with their family and friends. Fewer missed appointments would also mean that other patients could be seen more quickly.*

You can find out more about what we mean by ‘outcomes’ and ‘impact’ by completing this free e-learning module –

<https://network.healthwatch.co.uk/e-learning/2022-10-10/what-do-we-mean-outcomes-and-impact>

Why should you be an Impact Assistant Volunteer?

As an Impact Assistant volunteer for Healthwatch Rochdale, **you** will help improve health and social care services for the people of the Rochdale borough and also contribute to Healthwatch Rochdale success by helping to track the difference we have made by analysing feedback, signposting, people’s experiences, information gathered, and highlighting the positive outcomes.

**The role of an Impact Assistant volunteer is also extremely beneficial.**

* Can lead to job opportunities
* Can provide references for future employment or further education once 20 hours of volunteering Is completed
* Continuously develop your own role dependant on needs
* Be part of an empowering team
* Travel remuneration

### What will the role involve?

**Training** – Impact Assistant Volunteers will require training on our Impact Tracker and digital systems alongside e-learning modules: Introduction to Healthwatch, Introduction to data protections law, What do we mean by outcomes and impact and Introduction to health and social care .

**Tracking Impact** – Recording on to our Impact Tracker to build evidence and track progress.

**Communication** – with the Healthwatch Rochdale team and Volunteers

**Alongside this the role will involve:**

* Staying up to date with Healthwatch Rochdale project work and our reports
* Reviewing online files
* Working with the Healthwatch Rochdale team to better understand what they achieve for Rochdale residents and projects undertaken
* Continually review and update the Impact Tracker
* Contribute to an Impact Tracking Action Log
* Ensure that information recorded on the Impact Tracker does not include any identifiable information of individual members of the public
* Contribute to written reports for the team and Board about outcomes and impact of Healthwatch Rochdale work

### Personal specification / requirements – Further Training can be offered

* Comfortable working from home (although welcome to work within the Healthwatch Rochdale offices based in the Town Centre)
* Access to the internet and experience of using Microsoft Office and online platforms such as Zoom and Teams
* Able to use your own initiative but comfortable in asking for help when needed
* Ability to write and record information in an accurate, clear and simple style
* Respectful of confidentiality and ability to follow Healthwatch Rochdale policies and procedures
* To be able to work as part of a team
* Support Healthwatch Rochdale Communications and Operations staff members
* Have good listening skills
* Be committed to the vision of making positive changes
* Be engaging around training opportunities

**You may be required to submit to a Disclosure and Barring Service (DBS) check.**

The role requirements do not indicate a DBS check is necessary for this particular volunteering role.

Healthwatch Rochdale must undertake a risk assessment for this role.

Anyone can have a basic DBS check, and your risk assessment may indicate this is appropriate for you.





# How to apply

You can apply for this role by:

* filling out our application form digitally, and emailing it to **volunteer@healthwatchrochdale.org.uk**
* printing off the form, writing clearly in black ink and returning to:

**FREEPOST HEALTHWATCH ROCHDALE**

If you have any questions or you would like to find out more, please call us on 01706 249 575 or email info@healthwatchrochdale.org.uk

Please let us know if we need to make any reasonable adjustments for you in applying for this role.



**HWRochdale**