

# Volunteer Role Profile

## Community Listener

Do you want to improve health and social care services in Surrey, and ensure that local people have a say in how services that affect them are run?

- Healthwatch Surrey listens to what local people have to say about the health and social care services they access.
- We take their concerns to decision makers, to influence and improve how local services are run.
- We keep an eye on changes to services and make sure that local people are consulted in decision making and in the design of local health and social care services.

We couldn't do this without the help and support of our dedicated team of Community Listeners.

## Role Summary:

### What will I do as a Community Listener?

- Our Community Listeners talk to people in a variety of settings, including hospitals, GP surgeries, community centres, and on the high street.
- They listen to what local people have to say about the health and care services they use, and accurately record their personal experiences, good and bad, and identify key themes.
- They also provide information about local health and care services available in the area, and how to access them.

### How does this make a difference?

We feed all the personal experiences our Community Listeners have collected into our database and look for trends.

We might find that local people are experiencing similar problems with a service, surgery or provider, or that some sections of the community are facing barriers when it comes to accessing the care they need.

We sit down with commissioners and service providers and present them with the evidence our Community Listeners have collected, to make them aware of local issues and to influence change.

## **This role will suit someone who:**

- Is interested in health and social care
- Has a caring attitude
- Enjoys talking to people
- Is a good listener
- Is confident and outgoing
- Can accurately record information
- Enjoys working as part of a team
- Is organised and reliable

## **Practical Considerations:**

### **Where will I be volunteering?**

We are currently looking for Community Listeners to support us out in the community in Guildford and Waverley, Surrey Heath, Surrey Downs, Northwest Surrey, and East Surrey. Please let us know which location you are interested in volunteering in on your Expression of Interest form.

### **What time commitment will I be expected to make?**

Our Community Listening events take place all year round, on weekday mornings between 10-12am.

Our volunteers typically help with one or two of these events each month, however you can help with more if you would like - Volunteering with us is flexible.

### **Will my expenses be paid?**

We reimburse volunteers for travel expenses.

### **What training will I need?**

Full training and support will be provided.

### **Will I need a DBS check?**

You may be required to undergo an enhanced DBS check (formerly referred to as a Criminal Records Bureau check) to complete your volunteer role.

## **What are the next steps?**

To apply to become a Community Listener, download and complete an [Expression of Interest form](#) and return it to Zoe Harris: [zoe.harris@healthwatchesurrey.co.uk](mailto:zoe.harris@healthwatchesurrey.co.uk)