

Specialist Healthwatch Volunteer Role Description

Purpose of the role

To provide expert advice to Healthwatch Surrey on an area of specialism and to develop key networks/links within their designated area of health and social care so as to enable effective influencing and service improvements. Specialist volunteers will act as a lead on their area of specialism and will be able to use their expert knowledge to guide Healthwatch Surrey in their objectives, encouraging collaborative partnerships with external organisations.

Key Tasks

* To represent Healthwatch Surrey on key committees and working groups in their designated sector of health and social care as authorised
* To develop effective relationships with providers and commissioners to influence service development/improvements or to commission new services
* Be engaging around training and self-development opportunities to keep up to date and comprehensive knowledge of the sector
* To gather information about developments within their sector to share with Healthwatch Surrey team
* To attend regular meetings with Healthwatch Surrey to assess reports on issues/concerns and trends and plan subsequent action to be taken
* To promote Healthwatch Surrey positively across the county
* To provide regular reports of work undertaken, meetings attended, issues that are live
* To attend meetings and events outside normal working hours and days when required
* Identify opportunities for Healthwatch Surrey to collaborate and work in partnership

Key skills and requirements for the role

* An up to date knowledge of specialist area
* Ability to work in an evidence based manner
* A desire to make positive change for the people of Surrey
* Be able to successfully build relationships, partnerships and networks with individuals and organisations
* Good communication and questioning techniques
* Good written communication skills
* Computer skills
* Tact and diplomacy
* Team working
* To maintain confidentiality at all times
* Willingness to travel in the local area

Benefits of volunteering

* The opportunity to utilise your skills and knowledge to make a difference to your local community
* The opportunity to represent and promote your specialist area with a comprehensive perspective
* Reasonable travel and expenses will be reimbursed in accordance with our Volunteer Policy

How to apply:

For more information or to apply please contact Natallie Hoare, Volunteer Officer by phone 01483 533043 or email: [natallie.hoare@healthwatchsurrey.co.uk](mailto:Katherine.Leach@healthwatchsurrey.co.uk)

Successful applicants may be interviewed by a panel of Healthwatch staff and volunteers.

If successful at interview, applicants will be required to provide references and may be required to undergo DBS checks (formerly CRB checks – Healthwatch Surrey can help arrange these).

Recruitment is ongoing and relevant training will be provided to all new volunteers.