

Frequently Asked Questions: Citizen Ambassador Role



Question	Answer
Who will I be working with?	You will be working local people, patients, carers and families, community groups, health and care managers, clinicians and programme board members and staff within Healthwatch Surrey
Are expenses covered?	Yes, in line with Healthwatch Surrey's expenses policy
Am I entitled to holiday/sick pay?	Yes, in line with the relevant Healthwatch Surrey policies
Will I be able to take TOIL? How will this be managed?	Yes, but hours will be reviewed so that not too many TOIL hours accumulated.
Will Healthwatch Surrey have any other expectations of me?	To act as an ambassador for Healthwatch Surrey and follow and abide by all Healthwatch Surrey policies and procedures, including confidentiality and health and safety.
What training will be available?	Citizen Ambassadors will benefit from Healthwatch Surrey's induction programme, tailored facilitation training and an introduction to: Output from Surrey Heartlands quantitative and deliberative research, a 'Need to know' document tailored to each work stream summarising relevant research on citizen views and experiences developed by Healthwatch Surrey, Mental Health and Prevention training to all CAs. Ongoing training needs will be assessed and training will be provided as required.
How much notice will I need to give to leave the role?	One month, in line with Healthwatch Surrey's policy.
What will the interview involve?	For shortlisted candidates, there will be an assessment day held in Guildford on either 10th or 11th January 2018. This will involve group activities and individual interviews.
Is Travel included in the 10 hours/month?	As it is a home based role, travel time will be included in the 10 hours.
Will I be line managed/supported? How often and who by?	You will be managed by Healthwatch Surrey and will have a 1-2-1 every other month. You will also have access to 5 hours administration support each month.

Will CA work across different work streams?	Each Citizen Ambassador will be assigned to one workstream, however there will be opportunities for you to work together. All Citizen Ambassadors will be brought together each quarter to share thinking, experiences and best practice.
Can I apply if I work in a CCG or for one of the 11 organisations within the Surrey Heartlands Partnership?	We would discourage individuals who currently work for one of the partnership organisations to apply for a Citizen Ambassador role as this would be considered a conflict of interest.
How much can I share about my work and the discussions we are having at programme boards and engagement events?	All Citizen Ambassadors will be expected to follow and abide by Healthwatch Surrey's confidentiality and data protection policies.
Can I apply if I work full time (flexibly)?	This is possible but could be difficult as there will be certain meetings that will take place during the day - including monthly workstream programme board meetings. These dates are not flexible.
Do I need different car insurance?	Yes, you will need to notify your insurers that you will be using your vehicle for work purposes, in line with Healthwatch Surrey's policy.
Will meetings be in the daytime or evening?	Both. Engagement activities could happen at different times in the day. Most of the workstream meetings will be in the daytime.
What sort of contributions will be required in meetings?	This will differ depending on the meetings you're in, however briefings will be given before. Your overall objective will be to provide constructive, alternative and independent perspectives by bringing your own insight and that of local people and communities to discussions. During your induction you will be given clear objectives and aims in order for you to know what is expected of you in your role. These will be tailored for each of the workstreams. We will not be able to provide any more detail at this stage other than what is outlined in the job description.
Will I be given IT equipment/phone?	Yes, Surrey County Council will be providing IT equipment and support.
Can I apply for more than one role?	Yes. Please make this clear in your cover letter.
Will my benefits be affected if I were to take up a Citizen Ambassador role?	Any benefits you receive may be affected if you take up an employed role. You can find out more using the Advice Guide , or by contacting your local Citizens Advice. Click for more information

What are likely to be the meeting dates/times?	Meetings will be different for each of the workstreams, but meetings are likely to take place during daytime working hours.
What is an STP?	Health and care organisations across England have been grouped together across 44 larger areas known as 'geographic footprints' to plan services and develop 'sustainability and transformation plans (STP)'. The STPs (sometimes called 'place-based' plans) show how health and social care services need to change over the next five years to achieve the right care - both now and in the future. For more information, have a look at this helpful video. https://www.youtube.com/watch?v=DsGTxKRdsdU&feature=youtu.be You can also find out more at www.surreyheartlands.uk
It looks like there is a lot to do in 10 hours a month, how will I fit it all in?	You will work closely with Healthwatch Surrey and the Programme Lead for your workstream to decide on your priorities for each month. You will also have 5 hours of admin support! Every other month you will also have a 1-2-1 which will provide opportunities to regularly review your workload.
How far ahead with the meeting schedule be drawn out?	The schedule will be different for each of the workstreams. Depending on the workstream you are interested in, we may be able to find out the schedule, so please email us if you need this information before applying.
I don't live in the Surrey Heartlands footprint, can I still apply to be a Citizen Ambassador?	Applications from outside the Surrey Heartlands area are welcomed. Everyone will be assessed equally on how they fit criteria for the role.

If you have a question not covered the information above, please email us at recruitment@healthwatchesurrey.co.uk and we will do our best to answer your question within 1 working day. Thank you!