



Job description



Title: Citizen Ambassador

Role - about the job: To be involved in one of the 7 transformation programmes in the Surrey Heartlands Sustainability Transformation Partnership (STP).

As a Citizen Ambassador you will be sharing the ideas of local people and service users.

You will go to meetings and events.

You will take part in discussions and help to make decisions.



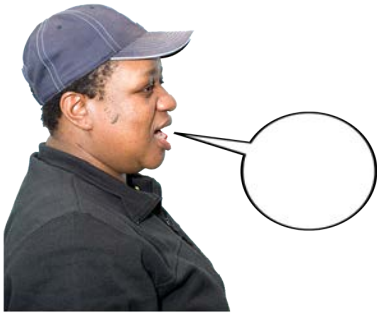
Working for: Healthwatch Surrey

Working hours: 10 hours per month

Salary: £20 per hour, plus expenses

Working from: Based at home with travel across Surrey.





What the job involves:

- Talking about your own ideas and sharing the ideas of other local people
- Improving health services by sharing the experiences of service users
- Preparing for meetings so that you can be involved in them
- Going to citizen insights events - these are for local people to share their ideas
- Sharing the ideas which Healthwatch Surrey have had from service users
- Meeting with other Citizen Ambassadors to share ideas





- Making sure that discussions and decisions focus on people who use services



- Offering a different way of thinking about things



- Offering new ideas in discussions



- Helping service users to understand and explain the things that are most important to them



- Always being clear about your own thoughts



- Keeping a record of your experiences on the Healthwatch Surrey database



In this job you must:

- Follow Healthwatch Surrey's policies and rules at all times.

This includes health and safety and keeping information private



- Behave in a professional way all the time



Healthwatch Surrey can review this job description if any changes are needed.



Citizen Ambassadors will be given training, computer equipment and 5 hours of admin support each month.



The right person for the job

Skills you must have:

- A good listener
- Able to talk to people
- Able to work in a team
- Able to explain things clearly
- Able to understand and explain difficult information
- Able to explain ideas given by people and service users from different backgrounds





- Able to talk clearly about other people's ideas or put them in writing



- Able to organise your own time



- Willing to listen and ask questions until you fully understand the information



- Follow Healthwatch Surrey's Data Protection Policy - keeping people's personal information private



- Willing to challenge



- Able to use a computer



- Experienced/background knowledge of the transformation plan you are interested in



Other skills it would be good to have:

- Able to use a database - this is information stored in a computer system



- Good at facilitation - this means you can help a group of people understand what is most important to them



- Diplomatic - this means you can talk to a group of people without taking sides



The right Citizen Ambassador will be:

- Good at motivating themselves
- Committed
- Enthusiastic and positive
- Pro-active - you go and do things rather than waiting for them to happen



- Someone who keeps on trying
- Someone who people feel they can talk to
- Able to get on well with people



- Good at thinking about things and asking questions
- Reliable - you always do the best you can
- Compassionate - you care about people and the work you do
- A quick learner and always ready to learn more



Interests:

- It would be good if you have experience of a health service as a user or a carer



- You have an interest in one of the transformation programmes



- You have a general interest in the improvement of health and social care



Transformation programmes

These are changes to health services. The 7 transformation programmes are:



1. Urgent and emergency care, out of hospital care and primary care



2. Mental health



3. Women and children's services



4. Cardiovascular services - which is about the heart and blood vessels



5. Musculoskeletal services - which is about muscles and bones



6. Cancer



7. Digital - this is about using computers to help services work together better

Information



In October 2016 Surrey County Council and local NHS groups decided to make changes to some health services.



Surrey Heartlands Health and Care Partnership want to involve local people in making these changes.



Healthwatch Surrey are looking to employ 7 Citizen Ambassadors to represent local people and service users.



This is very important for making the best decisions about changes to services.