

## Volunteer Group Chair - East Surrey

Do you want to make a difference to health and social care services in Reigate and Banstead and Tandridge, and ensure that residents have a say in how the care they receive is delivered?

### Who are Healthwatch Surrey?

- We are statutory organisation that listens to what local people say about the health and social care services they access.
- We take their views and concerns to decision makers, to influence and improve how local services are run.
- We also offer information and advice through our Helpdesk, and our free, independent NHS complaints and advocacy service.



### How do we make a difference?

- We work closely with the CQC, Surrey County Council, Clinical Commissioners and NHS service providers to provide feedback from patients, escalate concerns and work to improve services based on the patient experiences our staff and volunteers have collected.
- We engage with less well-served communities, especially those at risk of health inequalities, to ensure everyone has a say in the care they receive.



## How can I help?

An exciting opportunity has arisen to help us develop a volunteer team to support our work in the Reigate and Banstead and Tandridge areas. You will be instrumental in helping to develop our 'East Surrey' volunteer group, who will reach out to communities in the area to hear their recent experiences of health and social care and work with local NHS and social care providers to improve services. In the past, Volunteer Group Chairs have also gone on to be directors on our Board and have been involved in the decision making and governance of the wider organisation.

## What will I do as the Chair of the East Surrey volunteer group?

- Working closely with the staff team to create a workplan for your volunteer group; and taking the lead in organising the group to deliver the community engagement and outreach activities contained in the workplan (with admin support from our team).
- Facilitating volunteer group meetings (with support from our team).
- Setting the agenda for monthly volunteer group meetings (with support from the staff team).
- Cultivate relationships with our partners at East Surrey Hospital, CRESH Integrated Care Partnership, and with partners in the voluntary and faith sector so we can work together to improve local services.
- Acting as a spokesperson for the volunteer group and for Healthwatch Surrey as appropriate.
- Keeping a watching brief on your local [Integrated Care Partnership](#).

## What can I bring to the group?

- A willingness to lead a team of approx. 8-10 volunteers.
- An interest in health and social care.
- A desire to make a difference to local health and social care services.
- Awareness of current issues in health and social care in your area (or willing to become aware).
- Understanding of the value of community engagement.
- Organisation and flexibility.
- Tact and diplomacy.
- Impartiality.
- Good interpersonal skills.



## **What can you offer me in return?**

We can offer you a well-supported, flexible volunteer role that allows you to utilise your skills and experience to help improve health and care services in your local area. The local groups are a great way to meet new people and find out more about services in your community. If you live in the Reigate and Banstead or Tandridge area and can spare 10 -20 hours a month to volunteer with us, then we would love to hear from you. We will provide lots of support as you settle into the role, full administrative support, and peer support from the established Chairs of other volunteer groups across the county.

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

Volunteering with us looks a little different right now. During the Covid-19 pandemic, our volunteer groups have been meeting virtually. We have been reaching out to Surrey residents and connecting with our partners in health and social care and the voluntary sector virtually, using Zoom and MS Teams. In the future, once it is safe to resume our face-to-face community engagement work, our volunteers may also return to meeting face to face and speaking to Surrey residents in hospitals, care homes, surgeries and other community settings in their local area to hear their views.

## **What time commitment will I need to make?**

Our Volunteer Group Chairs typically give 10 - 20 hours of their time each month.

## **Will you pay my expenses?**

We reimburse volunteers for travel expenses.

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

Full training and ongoing support will be provided.

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

**[Click here to apply for this role.](#)**

If you have any questions about volunteering with us, please contact our Volunteer Officer:  
[volunteers@healthwatchsurrey.co.uk](mailto:volunteers@healthwatchsurrey.co.uk)