

## Healthwatch Representation Volunteer role ICS

### Overview

To help us attend the many meetings we are invited to as an organisation, Healthwatch would like to recruit a number of Representation Volunteers.

This role specifically relates to attendance at [Integrated Neighbourhood](#) meetings and working groups which are held locally across Cambridgeshire and Peterborough. These groups meet regularly, some monthly, others bi-monthly or quarterly, depending on the locality of the neighbourhood team.

The Representative Volunteer role involves attending meetings on behalf of Healthwatch, helping people to understand the role of our organisation and collecting information from the meeting to feed back to our team. You will be the eyes and ears and representative the patient voice of people in your community, helping to relate their experiences.

### Why should you be a Healthwatch Representation Volunteer?

If you are interested in using your voice to influence people and would like to work with a team of staff and volunteers representing Healthwatch Cambridgeshire and Peterborough at meetings, then this is the right role for you.

Healthwatch Cambridgeshire and Peterborough's role is to ensure people across Cambridgeshire and Peterborough are engaged, listened to, and provided with an opportunity to tell us their views and opinions about health and social care services.

The Representation role is one of influence, both giving and receiving information to and from partner/external organisations who have the role of decision making within health and care.

### What will the role involve?

- Attend meetings on behalf of Healthwatch to share information we have gathered with providers, commissioners, etc.
- Collect, record and feedback essential information to Healthwatch that contributes to our projects, planning, and overall delivery

- Work with staff members to identify key points to share at meetings and events where you are representing Cambridgeshire and Peterborough
- Work with Healthwatch volunteers and staff teams to uphold the Healthwatch brand
- Engage with people, using online platforms e.g., Zoom, Teams or travelling independently to meeting as and when required.

### Personal specification/requirements

- Some understanding of the Health and Social care sector and the issues which service users, patients, carers and residents face when accessing publicly funded services
- A willingness, capacity, and confidence to voice these issues at strategic forums.
- Ability to build relationships with key health and social care, voluntary & community sector stakeholders
- Ability to work as a team with other Healthwatch volunteers and staff
- Respectful of confidentiality
- Ability to travel independently to meetings as and when required
- Experience of using Microsoft Office, including Word
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms e.g., Zoom or Microsoft Teams (training can be provided in the latter)

### How we will support you

As well as an induction to this role, including a training module on 'Making a difference: influencing to achieve change', you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You'll be part of the Healthwatch team, making sure your volunteering experience is positive.

### How much time is involved?

We are very flexible regarding the amount of time involved in this role. However, to give you some indication, we would anticipate approximately two hours for each meeting plus preparation and de-briefing time. This will, of course, depend very much on the frequency of the meetings you attend, as well as how much preparation you need to do, and your experience in doing these things – which will inevitably improve as time goes on. We can therefore discuss and agree your time commitment as part of the induction process.

### How to apply

In order to become a Representation Volunteer you will first need to apply to on a [Volunteer application form | Healthwatch Peterborough](#)

If you have any questions or you would like to find out more, please call Karen Igho our ICS Project Manager on 07753160316 or email [karen.igho@healthwatchcambspboro.co.uk](mailto:karen.igho@healthwatchcambspboro.co.uk)

Please outline any accessibility requirements that you may have in the application form.

We look forward to hearing from you.