Information and Signposting Feedback Volunteer
Role Profile

Who we are and why we need you	**Healthwatch Cambridgeshire and Peterborough** runs the two statutory local Healthwatch services in Cambridgeshire and Peterborough. Our Healthwatch is your local health and social care champion. We are independent and have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care. We can also help you to find reliable and trustworthy information and advice. **We are looking** for friendly, compassionate volunteers to help us gather feedback from people who've used our Information and Signposting service. This service helps local people find the support they need with health, care, and wellbeing. Your role will help us understand what works well and what we could do better. Most of our volunteering roles are flexible and can fit around your schedule. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.
What we need you to do	**We need you to:** • Contact people who have used our Information and Signposting service to ask about their experience. • Record their feedback accurately and securely using our digital systems. • Flag any urgent concerns or safeguarding issues to the Lead Officer promptly. • Attend regular check-ins and training sessions (virtually). • Maintain confidentiality and follow Healthwatch's data protection and safeguarding procedures

This role Is ideal if you possess the following skills and abilities	• Friendly and polite telephone manner. • Good listening and communication skills. • Comfortable using email and basic IT systems (Training on our systems will be provided). • Able to handle sensitive information confidentially. • Willingness to follow procedures and attend training. • Ability to work independently from home. • Commit to 2-3 hours volunteering time per week, hours to suit you. • Access to the internet/emails **Desirable:** • Experience of using health or social care services yourself or supporting someone who does. • Interest in improving local health and care services. **Time Commitment** • 2 – 3 hours per week (hours to suit you)
Who you will be reporting to and volunteering with	**Join our enthusiastic and committed team** You will volunteer closely with different members of the Healthwatch staff team. The Lead Signposting and Information Officer will support you.
Benefits of Volunteering with us	• Volunteer social events as and when you want to take part • Induction training and role training • References for potential employers or other roles • Expenses paid towards your telephone bill • Laptop provided • Being part of a great team of volunteers learning about local services, with dedicated staff to support you • An opportunity to contribute positively to your local community, help people, and make a real difference to their lives • A chance to learn new skills with training and personal development opportunities • A useful stepping stone to employment • An opportunity to meet a diverse range of people and develop connections with people in your local community

Information & Signposting Feedback Volunteer – May 2025

| How to apply | You can apply for this role by filling out our online application form Volunteer application form | Healthwatch Cambridgeshire

If you have any questions or would like to find out more, please contact Volunteering Manager Heather Lord heather.lord@healthwatchcambspboro.co.uk

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

We look forward to hearing from you. |
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