

Community Connector – Healthwatch Nottingham and Nottinghamshire (HWNN)

Are you a representative of your community or group? Are there issues in health and care services that you would want to change or influence? The Community Connector role might be the opportunity for you! We're looking for people embedded in their community to serve as a crucial link between HWNN and their local group/community around health and care issues.

What's in it for the Community Connector?

- Opportunity to share issues that matter to you and your community for HWNN to raise them where it matters.
- Learn more about the role of Healthwatch and be part of its mission to champion an improved health and social care system
- Make a difference in health and social care services.
- Opportunity to be connected to subject-matter experts, relevant services, or directly take up issues with those responsible to act.
- Be better informed on how to access health and care services.
- Strengthen your voice and knowledge with support from other Community Connectors who may be sharing similar experiences
- Access to most relevant resources and information as appropriate.
- Opportunity for training and networking.
- Ongoing support from key staff members.
- Invitation to all HWNN events (such as Annual Showcase and Community Roadshows).
- Regular Community Connector Networking meetings run by HWNN staff.

What does the Community Connector role involve?

1. **Community Engagement and Information Dissemination**

- o Raise awareness of HWNN (its role, aims, and relevance to your community or group).
- o Act as a liaison between HWNN and your community groups to promote health and social care awareness, and how we can support their voices to be heard.
- o Facilitate conversations within your community to identify key health and care issues.
- o Encourage and seek feedback from health and care services during group activities.
- o Support the distribution of our surveys (digital/print), and other key HWNN news and developments.
- o Invite us to your community events and meetings, so we can build a relationship and gain better understanding of what matters to them.

2. Collaboration and Representation

- o Actively collaborate with HWNN, as the more insight we have the better for shaping local priorities, and the clearer understanding you have of our role the better we can support each other.
- o Attend an introduction session to get to know us, our role, and functions.
- o Join our semi-structured online and in-person Community Network meetings every other month.
- o Share views, issues, updates and experiences; discuss health and care challenges and propose possible actions.
- o Collaborate with HWNN on specific projects, such as hosting focus groups, conducting surveys, or co-producing reports.

3. Amplify Voices to Influence Change

- o Collect and report feedback on patient experiences of health and social care to HWNN; we will ensure that community voices reach decision-makers.
- o Share HWNN's surveys, updates, and events through community networks.
- o Encourage participation in HWNN surveys and initiatives, increasing awareness and involvement.

Who should apply?

Anyone over the age of 16, who is linked to or is part of a group or community in Nottingham and Nottinghamshire. We particularly encourage representatives from underrepresented and seldom-heard groups, and we offer a flexible format of online and in-person meetings for accessibility, personal preference, time and location, etc.

This role is different to one of our traditional volunteering roles, you will not be expected to attend volunteering events / meetings, or undertake all Healthwatch's full induction training, and you won't be expected to log hours with us.

All that we ask is that you:

- Are passionate for inclusive health and social care, and care about those who feel least heard.
- Are comfortable or willing to question the way the health and care system is working.
- Are understanding of, or have a desire to learn about health inequalities.
- Have good communication and listening skills, respect confidentiality and act professionally.
- Are a resident of Nottingham City or Nottinghamshire County, or are closely involved in groups or services in these areas.

- Are a member of a community or group, sometimes known as an inclusion group or community of interest, see below for some group examples.

This is not an exhaustive list but an indication of the groups we are looking to have representation from:

- Condition Specific Groups
- Rural groups including those who may feel geographically isolated
- Ethnically minoritised community groups
- Groups that share protected characteristics (e.g. older people or LGBTQ + community).
- Parent and Toddler Groups
- Sports and Social Clubs
- School/ College Councils/ Youth groups
- Patient Participation Groups

Please review the role description for more information, and share your expression of interest via:

community@hwnn.co.uk