

Strategic Volunteer – Meeting Representative Volunteer Opportunity

Healthwatch is the independent champion for people using health and social care services. We listen to people's views about health and social care services, including their experiences, and encourage health and social care services to involve people in decisions that affect them.

We are the local partner and work for positive change in health and social care in Nottingham and Nottinghamshire. Our role is also to highlight good practice within services. Volunteers are a vital part of our team; we couldn't have as much impact without you!

We appreciate our volunteers and recognise the valuable contribution they make, both as a whole and as individuals. We are a flexible, friendly, forward-thinking organisation with a passion for making improvements. If you have any questions, please get in touch.

Role description:

This is a vital role within Healthwatch Nottingham and Nottinghamshire (HWNN), which allows us to scrutinise the health and social care system and hold local health and care commissioners and providers to account.

- To represent HWNN at identified meetings with local service providers, commissioners, partnerships and system leaders.
- To ensure that service providers and commissioners are listening to people's views and experiences on health and care services.
- To ensure that the patient and service user voice is heard and acknowledged in service design or change.
- To challenge organisations to communicate effectively with the communities they serve, in clear accessible formats.
- To raise current HWNN issues and priorities from the CEO bulletin.
- To present HWNN information, reports and papers.
- To take forward issues identified on behalf of HWNN.

- To encourage the sharing of information and intelligence between the host organisation and HWNN, as well as other statutory and non-statutory organisations, including subjects from the issues log.
- Identify opportunities for HWNN to collaborate and work in partnership.
- To provide feedback on the main points, issues raised, actions and information from the meeting to HWNN as soon as possible.

Your responsibilities as a Strategic Volunteer – Meeting Representative:

- Preparing for and attending designated meetings, playing an active part at the meeting in line with the HWNN role.
- Time management and planning.
- Checking in and accessing support from CEO/team.
- Liaising with other strategic volunteers and team members to discuss and share insights as appropriate.
- Reporting back in writing in a timely fashion using the template provided.
- Claiming expenses.
- Adhering to the Volunteer and Staff Charter

What are the tasks?

- Preparation:
 - Reading the meeting papers, identifying areas where HWNN can provide input or question/challenge.
 - Requesting input from the HWNN team when additional information is required.
- At the meeting
 - Explaining who HWNN are
 - Presenting information
 - Raising questions
 - Asking for clarification
 - Using the 'Top Tips for Meetings'
 - Establishing connections with other organisations
 - Taking notes
- After the meeting
 - Providing feedback on relevant points to HWNN, using the agreed format (within a maximum of 7 days of the meeting).
 - Logging all hours given to the meeting – preparation, the meeting itself, feedback – and reporting them either after each meeting or, at a minimum, every month.

- Taking part in Whole Team activities where issues are identified that need a faster/higher level response.

Commitment:

Time commitment for this role will be dependent on the frequency of the meeting attended. Training will be required for this role.

Benefits of volunteering:

The benefits of volunteering are immense and diverse.

As a volunteer, you will support Healthwatch Nottingham and Nottinghamshire in fulfilling our purpose in being the independent champion for people using health and social care services. You will make a difference by supporting people in your local community, including those whose voices are seldom heard, so their experiences can help make health and care better.

- 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 full 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.
- You will be part of a great team of volunteers, with dedicated staff to support you.
- Formal and informal supervision to help you develop and achieve your goals.
- Regular volunteer meetings to ensure your voice is heard.
- You will also receive respect and recognition for your contribution as a volunteer.
- We will provide regular information and updates:
 - CEO update (monthly)
 - Strategic Volunteers Report
 - Issues Report – issues we are currently monitoring
 - Information from Healthwatch England via their mailings
- You will also receive invites to whole team workshops (usually 3 times a year).

Next steps:

If you are interested in the above role, have any questions or would like further information about volunteering opportunities, please get in touch. You can call us at 0115 956 5313 or email natalie.wright@hwnn.co.uk.

Thank you for taking the time to show an interest in Healthwatch.
Please visit our website for more information about who we are
and the work we do. We hope to hear from you soon.