

# Volunteer with us

Help make a difference to the  
health and care your community receives.

**healthwatch**  
Northumberland

## Community Engagement Volunteer

Could this be you?

- ✓ Are you passionate about improving local NHS and care services?
- ✓ Do you enjoy talking to people and listening to their stories?
- ✓ Could you help signpost people to care services in their local area?
- ✓ Could you take our posters, leaflets and forms to the places they will be seen in your community?
- ✓ Do you have 5 hours or more to give each month?

Healthwatch Northumberland...

- ✓ Offers a friendly and supportive atmosphere
- ✓ Provides training, support and guidance
- ✓ Reimburses volunteer expenses promptly
- ✓ Recognises our volunteers for their invaluable contribution
- ✓ Aims to make volunteering enjoyable and rewarding



Contact us now and find out how to register:

**03332 408468** [healthwatchnorthumberland.co.uk](http://healthwatchnorthumberland.co.uk) [info@healthwatchnorthumberland.co.uk](mailto:info@healthwatchnorthumberland.co.uk)

## Community Engagement Volunteer

### The role

All our volunteers play a vital role in raising the awareness of Healthwatch Northumberland and explaining our role as the local champion for people who use health and care services.

Community Engagement Volunteers attend local events and help us gather the views and experiences of people who use NHS and care services. They do this by talking and listening to people, asking people to fill in surveys and feedback cards and recording detailed case studies when needed. Community Engagement Volunteers also make sure that our posters, leaflets and forms can be found in local venues, and they signpost people to care services in their community.

### How much time is involved?

Ideally you will be able to give a minimum of 5 hours per month. However, this is a flexible role and one that it's possible to dip in and out of.

### When and where are the events?

You will be invited to attend Healthwatch Northumberland activities in your local area. Some of these will be regular 'listening events' in places like GP surgeries, others will be one-off events at leisure centres, libraries, agricultural shows etc

### Is this a team effort?

Yes - you will be volunteering with other members of the Healthwatch Northumberland team, both staff and volunteers. We are a friendly and supportive team and we strive to make new volunteers feel welcome.

### What skills and experience are needed?

You need to be friendly, approachable and enjoy listening to people. This role involves talking to the public, so you will need to be polite and presentable. A good knowledge of your local community would be helpful.

### Is training and support provided?

You will be invited to attend a half-day induction session in your local area. You will also receive role specific training, which will include shadowing an experienced member of the team at engagement activities and events. You will be supported by one of our Engagement Officers.

### What are the benefits?

Here are some of the ways you could benefit from volunteering with us:

-  **Meet new people and have fun**
-  **Develop new skills and experiences**
-  **Be involved in something positive and make a difference!**



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