

Volunteering with Healthwatch Northumberland during the Coronavirus Pandemic

Volunteers play a vital role in our team, helping us reach and speak to as many people as possible about health and care services across Northumberland. Our work has continued throughout the coronavirus pandemic and the Healthwatch Northumberland team is currently home-based. All our volunteer roles have been redefined to reflect the current situation and our volunteer recruitment process is online too! If you're interested in joining our friendly and dedicated team to make a difference in your community, then please read on...

Volunteers are highly valued members of the Healthwatch Northumberland team, and we strive to make sure they are informed and included in all aspects of our work. New volunteers are invited to attend a short online induction session and are provided with role specific training. We run regular social events that the whole team can join in with.

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

- ✓ Meet new people and have fun
- ✓ Develop new skills and experiences
- ✓ A useful stepping stone to employment
- ✓ Be involved in something positive and make a difference!

Our current volunteering opportunities...



Community VoluntEARS

Could this be you?

- ✓ Do you know what's going on in your community?
- ✓ Would you like to make a positive difference to NHS and care services in your area?
- ✓ Do you enjoy talking to people and hearing their stories?

What is involved?

Community VoluntEARS are the 'eyes and ears' of communities, be those geographical or social. VoluntEars alert us to the emerging issues that people are having with health and care services, both what's going well and what could be done better. They do this by having conversations with other people, by seeing feedback on social media, or by being involved with community organisations.

Outside of lockdown, VoluntEARS also help distribute our information to venues such as community groups, GP surgeries, community halls, local shops etc.

How much time will it take?

This is a flexible role. Ideally you will be able to give a minimum of one hour per month.

Do I need any special skills or experience?

A good knowledge of your local community would be extremely helpful for this role.



Community Engagement Volunteer

Could this be you?

- ✓ Would you like to make a positive difference to NHS and care services in Northumberland?
- ✓ Do you enjoy talking to people and listening to their stories?
- ✓ Could you help signpost people to care services in their local area?

What is involved?

Our Community Engagement Volunteers talk and listen to people over the phone and/or on virtual platforms, e.g. Zoom. They record people's experiences using a simple online form and signpost people to relevant care services when needed.

Outside of lockdown, our Community Engagement Volunteers speak to people at local events and make sure that our posters, leaflets and forms can be found in community venues.

How much time will it take?

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

What skills and experience do I need?

You need to be friendly, approachable and enjoy talking and listening to people. This role involves talking to the public - either via online platforms such as Zoom or by phone - so you need to be polite and presentable. A good knowledge of your local community would be helpful.



Marketing Support Volunteer

Could this be you?

- ✓ Are you organised and good at research?
- ✓ Could you help us map the places where our posters, leaflets and forms will be seen?
- ✓ Could you make links with organisations and help build our online events diary?

What is involved?

Our Marketing Support Volunteers help us reach as many people as possible. From mapping the places where our promotional materials will be seen, to building our diary of online events to attend, this is a varied and interesting role where no two days are ever the same.

How much time is involved?

Ideally you will be able to give a minimum of two hours per week.

What skills and experience are needed?

You need to be organised, enjoy desk-based research and be happy to work remotely as part of a small team. In this role no two days are the same, so you will need to have a flexible approach and enjoy varied opportunities.



Digital Support Volunteer

Could this be you?

- ✓ Would you like to remove barriers to digital inclusion?
- ✓ Have you got IT/digital skills that you could share with others?
- ✓ Could you help our team build their skills using online platforms?

What is involved?

This is a new volunteer role that reflects our move to online working and digital engagement during the pandemic. We know that not everyone in Northumberland finds accessing the online world easy and we want to help with this. Our Digital Support Volunteers will work with us to develop training and support to help others get online. They will also help us learn how to use our online platforms - Zoom and Microsoft Teams - more effectively.

How much time is involved?

Ideally you will be able to give a minimum of four hours per month on a flexible basis.

What skills and experience are needed?

You will need strong digital skills and experience in a range of online platforms, e.g. Zoom, Microsoft Teams etc. Experience of training others would be helpful but is not essential as you will be volunteering alongside other members of the team.

Contact us now to find out how to register:

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