

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?
- ✓ Do you have five 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 info@healthwatchnorthumberland.co.uk

Community Engagement Volunteer

The role

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 is involved?

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

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 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.

Is training and support provided?

You will be invited to attend a half-day on-line induction session and you will also receive role specific training once you start volunteering with us. 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**
-  **Gain a useful stepping stone to employment**
-  **Be involved in something positive...**

...and **make a difference!**



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