

Community Ambassador

About the role

Community Ambassadors have a vital role to play as the link between Healthwatch Hammersmith & Fulham and the citizens of Hammersmith & Fulham – meaning individuals, communities, voluntary and community sector organisations and other patient or service user groups. As a Community Ambassador, you will promote and advance the aims and objectives of Healthwatch Hammersmith & Fulham by becoming the ‘eyes and ears’ of the organisation, gathering people’s voices and lived experience of health and social care. This will form a fundamental part of the evidence base with which Healthwatch Hammersmith & Fulham will seek to change and improve health and social care in the borough.

Key Tasks

- ⇒ Support Healthwatch Hammersmith & Fulham to have a presence at events and distribute information on our behalf to different organisations
- ⇒ Actively promote the work of Healthwatch Hammersmith & Fulham
- ⇒ Encourage people to use Healthwatch Hammersmith & Fulham as their independent health and social care champion
- ⇒ Assist the Healthwatch staff team to gather views of local people or people with certain needs or who use certain services (running focus groups, helping us to carry out consultations, help others complete Healthwatch Hammersmith & Fulham surveys and questionnaires)
- ⇒ To attend meetings and supervisions as required

Is this the right role for me?

All volunteers will be expected to be:

- ⇒ Approachable
- ⇒ Ability to maintain confidentiality
- ⇒ Ability to develop a good rapport with people
- ⇒ Good interpersonal skills
- ⇒ Excellent listening skills

- ⇒ Able to feed back to Healthwatch Hammersmith & Fulham succinctly in writing on views heard
- ⇒ Have a commitment to helping local people have a voice and improving local services
- ⇒ Be non-judgemental, open minded and able to separate your own experiences from those of other people and practice impartiality

Benefits of volunteering

- ⇒ Enjoying the experience of volunteering as part of a friendly team and meeting new people
- ⇒ Becoming involved in making a difference to your local community
- ⇒ Increasing your confidence and learning new skills
- ⇒ Using your experience with Healthwatch to develop your CV and seek work in health and social care or other fields of employment
- ⇒ Reasonable travel and expenses will be reimbursed in accordance with our Volunteer Policy