

Project Volunteer

About our projects

Healthwatch Hammersmith & Fulham is committed to trying to make changes to health and social care services that reflect the needs of the people in the local community. In order to do that, we establish projects looking into the key concerns and issues that have been reported to us by the general public.

We need the assistance of volunteers in these project groups to help us to look thoroughly at these issues. Some of these project groups are time limited and come to an end when the piece of work is completed. The project groups are practically focused and made up of people who have an interest in a particular area of health and social care and would like to see improvement in that area.

Each project group undertakes specific pieces of work as per the work programme which is set by the Healthwatch Hammersmith & Fulham Board. Our project groups continue beyond the completion of the work to ensure that actions are taken to make services better and address the points that Healthwatch has raised. The project groups are led by a member of the Healthwatch staff team, and regularly report back to the Healthwatch Trustee Board.

As a project volunteer, you can get involved in a number of different activities to assist in the development of a project.

These will include attending some meetings to plan and develop work and practical activities to look at how they are delivered as decided by the group. Additionally, you could be involved with reading policy reports or consultation documents; analysing the content of service specifications; helping to draft questionnaires; helping to analyse the findings of surveys; meeting with NHS or social care staff and managers to find out information and present Healthwatch findings; visiting services; talking to patients or service users; drafting recommendations.

The role can be flexible, you decide the amount of time you would like to commit to assisting the project group. We would expect that as a volunteer you are likely to be between **5 - 12 hours per month** depending on the cycle of work the group agrees to do and the work elements you get involved in and this will not

necessarily be spread evenly across the month as pieces of work are likely to lead to peaks in activity.

Is this the right role for me?

All volunteers involved in a project group will be expected to:

- ⇒ Adhere to Healthwatch Hammersmith & Fulham's values, policies and procedures
- ⇒ Work together to achieve aims that are beneficial to people using health and social care services
- ⇒ Share information, ideas and learning openly
- ⇒ Listen to and encourage others
- ⇒ Work out how much time they can commit to the work and stick to this commitment
- ⇒ Be willing to undertake training and develop knowledge/understanding
- ⇒ Demonstrate commitment to inclusivity and valuing diversity

Experience

We are keen to work with people who have an interest in the focus area of the project, especially people with relevant personal and professional experience.

Personal Qualities

You should:

- ⇒ Be able to work effectively as a member of a team
- ⇒ Be able to work with a wide range of people from different backgrounds
- ⇒ Be able to contribute to group meetings/discussions
- ⇒ Be able to deal with confidential information sensitively and appropriately
- ⇒ Have good listening skills
- ⇒ Be non-judgemental
- ⇒ Be committed to the vision of making positive changes to health and social care services