

Role description for London Met Community Researcher

Job title: Healthwatch Research Assistant

Reports to: Volunteer Coordinator

Description of Healthwatch Islington

Healthwatch gives people a powerful voice locally and nationally. At a local level, Healthwatch Islington works to help local people get the best out of their local health and social care services. We also gather evidence about local people's experiences of services.

Healthwatch Islington's objectives are to:

Healthwatch Islington will improve the experience of residents using health and social care services in Islington by:

- Trying to influence local health and social care based on evidence collected from the local community;
- Providing information to local people about health and care services;
- Being the local consumer champion;
- Visiting local services power to observe and assess the quality of publicly funded health and social care services.

The role of the Healthwatch Islington London Met Community Researcher is to:

You will help Healthwatch to collect views in various locations across the borough. You will carry out short interviews with members of the public and record the opinions of the people you interview, returning this to Healthwatch Islington promptly. The data you collect is then used to report on local services. You will form part of a friendly team, helping to make a difference to services in the borough.

Duties will include:

- Interviewing members of the public in relation to health and social care services.
 - Accurately recording what interviewees say about services and returning this to Healthwatch Islington, treating all data collected as confidential
 - Travelling to various places across the borough.
 - Representing Healthwatch Islington at community events.
 - Signing up to Healthwatch Islington's Code of Conduct, Health and Safety Policy, Safeguarding and Child Protection Policy and Equal Opportunities Policy,
 - Recording hours of participation and keeping records and receipts of any out of pocket expenses accrued.
-
- Participating in supervision meetings with the Volunteer Coordinator, and team meetings with other volunteers

- Maintaining confidentiality in accordance to our confidentiality policy.

This project is open to students from London Metropolitan's Health and Social Care and Public Health courses. Interested parties should contact Ruzanna Gevorgyan at London Met.

Candidates must have:

- Undertaken qualitative research training with London Metropolitan University,
- Good communication skills in the English language.
- Ability to listen sensitively without judging.
- Ability to ask non-leading questions to find out people's opinions.
- Ability to accurately record what interviewees say about services.
- Understanding of the importance of confidentiality.
- Ability to work alone or as part of a team.
- Willingness to travel to various places across Islington.
- An ability to speak another language fluently would be an advantage as it would allow us to engage a more diverse audience.

Training and Support:

London Met will provide training on qualitative research techniques. Healthwatch Islington will provide a briefing on the specific area of research including details of how this research will influence commissioning.

Candidates will also be eligible to undertake training in: community engagement, Healthwatch Islington induction, Equality and Diversity - what it means for Healthwatch and our community. We would actively encourage participants to take part in these courses.

Volunteers will be required to go to different locations within the borough of Islington. Healthwatch Islington can reimburse travel expenses accrued as a result of volunteering with us on production of receipts. For full details we will show you our Volunteer Expenses Policy (for tax reasons, refunds cannot be given where students already hold a season ticket).

Time commitment required:

A minimum commitment of 3 months. Specific days and times to be discussed with students to fit timetables. This opportunity is flexible and times will vary but we appreciate that Wednesday and Friday afternoons will be most convenient.

Recruitment Method:

All applicants should complete and return the Healthwatch Islington Volunteer Application Form by email or post to:

Ruzanna Gevorgyan r.gevorgyan@londonmet.ac.uk

Jennifer Kent
Volunteer Coordinator, Healthwatch Islington.
Jennifer.kent@healthwatchislington.co.uk
020 7832 5821
200a Pentonville Road, Islington, London, N1 9JP.

If you have any queries about the role or application process, please do not hesitate to call or email Jennifer Kent for further information.

Thank you for expressing your interest in joining Healthwatch Islington's team.