



Healthwatch Islington Health Champion

Volunteer Recruitment pack

May 2022



Healthwatch Islington is led by local people interested in making health and care services as good as they can be.

We talk to local residents about their experience of accessing health and care services. This helps us to understand patient experience across the borough. We use this information to influence health and care commissioning in and around Islington and to provide local residents with information about local services and their rights to access those. We are part of a network of Healthwatch organisations across England.

As Covid restrictions ease we are looking forward to getting back out into the community and speaking to local residents again.

We are looking for people with a connection to Islington who would like to join our exciting volunteer team.

Reports to: Volunteer and Project Manager

The role of volunteer Health Champion:

We are looking for people who are friendly, patient and are confident talking to new people about their experiences of health and care services.

Healthwatch volunteers will be involved in activities like:

- Attending information stands in the community as part of our team and talking to local residents
- Undertaking one-to-one interviews with those who have requested it (by phone)
- Supporting focus groups or community meetings.

- Attend an induction session and appropriate training while you are volunteering with Healthwatch Islington.

Role Specification

- Talk to local residents and listen to their experiences,
- Information stalls may take place outside of 9 to 5pm Monday to Friday and therefore this role requires some flexibility.
- Volunteers should be interested in Islington and be willing to travel across the borough.
- We work with a wide range of residents across our diverse ethnic minority communities and would welcome applications from people with language skills (especially the following, Greek, Turkish, Kurdish, Arabic, French, Eritrean, Tigrinya, Amharic and possible Spanish and Portuguese).

Person specification:

- Good interpersonal skills with the ability to work within a team.
- The ability to explain things clearly and listen to people from all walks of life without discrimination.
- Be confident approaching and talking to new people
- Understanding of the importance of confidentiality and have the ability to respect this at all times.
- Availability to participate regularly, often during 9 to 5.

Benefits of the role:

- Access to Healthwatch Islington training
- Supervision and support in the role
- We can provide you with a reference after 3 months of volunteering if you have met the requirements listed above
- According to other volunteers, the role is “fun and rewarding” and our volunteers tell us they feel valued.
- We are part of the Tempo Time Credit Scheme and our volunteers earn credits when volunteering with us.

Commitment required:

We will require you to provide two references for this role (these can be character references).

This role will require a flexible commitment of at least one session each month. This role will also require availability for training prior to the first session. We also require at least six months commitment to the role.

How to apply:

All applicants should complete and return the Healthwatch Islington Volunteer Application Form. You can do this by email to:

Jeni Kent, Volunteer and Project Manager
Jennifer.kent@healthwatchislington.co.uk

If you need support completing the application form, you can call Jeni on 07538 764 457

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

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