



Healthwatch Islington Health Champion

Volunteer Recruitment pack

Reviewed April 2023



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.

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

Reports to: Various, depending on project.

The role of volunteer Health Champion:

We are looking for people who are friendly, patient and are confident talking to new people to help us hear about local people's experiences of health and care services.

This year some of our work will include talking to residents about high blood pressure and experiences of home care (as a user of home care or as a family member of someone using these services). We'd really welcome applications from volunteers with experience of these areas, but this is not essential.

This Health Champion role can include:

- 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 or in person)
- Supporting focus groups or community meetings

- Delivering blood pressure checks and sharing information on maintaining a healthy heart

All Healthwatch Islington volunteers must attend an induction session and appropriate training whilst volunteering with us.

Role Specification

- Talk to local residents and listen to their experiences,
- Information stalls will mainly be in the day time. Please note, that we get more invitations to week day events than weekend events so volunteering opportunities outside of Monday to Friday are less common.
- 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: Arabic, Amharic, Bulgarian, Eritrean, French, Greek, Kurdish, Portuguese, Somali, Spanish, Turkish, Tigrinya).

Person specification:

- Ability to work well with others.
- Ability to explain things clearly and listen without judgement.
- Confidence approaching and talking to new people.
- Understanding of confidentiality, respecting 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:

Gulum: gulum@healthwatchislington.co.uk

If you need support completing the application form, call Gulum on: 07949 182 687
Thank you for your interest.