

Healthwatch Camden Volunteer Interviewers- Outpatient Referrals Project

Healthwatch Camden is recruiting a small team of volunteers to support our research into patients' experience of being referred to outpatient services.

About Healthwatch Camden

Healthwatch Camden gives local people a powerful voice so they can influence the delivery and design of health and social care services. This means improving services today, and helping to shape them for the future.

We:

- Talk to the local community, collecting and gathering people's views and experiences of health and social care services in Camden.
- Give people information about the choice of health and social services available to them.
- Support local people to take part in planning and checking that health and social care services meet their needs.
- Ensure people's views are factored in when services need to make changes.

What will I be doing?

You will be helping us to gather people's stories, so we can find out if the process of being referred by a GP for outpatient care went well.

A confident and friendly communicator, you will be interviewing local people in outpatients' department waiting rooms to ask about their views and experience.

We will prepare a list of questions for you to ask and you will note down what people tell you. You'll be working as part of a team, so you won't be on your own.

You will then need to write up your interviews, so we can use the information to write a report and recommend improvements.

Skills and experience needed:

- Great verbal and written communication skills, including clear spoken English.
- Excellent listening skills.
- The confidence to approach and engage with members of the public.
- An understanding of the importance of confidentiality and the ability to respect this at all times.
- Empathy and open-mindedness.
- The ability to work in a respectful and professional manner.

- The ability to work as part of a team.
- Willingness to travel to different outpatients' departments in the borough.

Some extras- these are not essential, but could be really helpful:

Some experience of qualitative research.

Local knowledge and some understanding the challenges experienced by disadvantaged communities.

An additional language spoken by people who use Camden's health services.

What you'll gain from volunteering:

By volunteering with us, you'll gain brilliant experience and also help us to ensure that the needs of our diverse community are met.

We provide:

- Induction and training, so you can undertake your role with confidence.
- Ongoing support and supervision. Volunteers will report to our Policy and Insight Manager
- Reimbursement of expenses, in line with our policy, so you won't be out of pocket.
- A reference at the end of the project for volunteers who complete it successfully.

Time commitment:

You will need to attend Healthwatch Camden's volunteer induction and specific training before starting this role.

Interviews with patients will be held on weekdays over 2-3 weeks in February-March 2019. Volunteers will be asked to commit to a minimum of 2 full days of interviewing plus time to write up the interview notes shortly afterwards.

How to apply:

Email Liz Walker liz.walker@healthwatchcamden.co.uk attaching your CV. Please tell us your availability and why you are interested in volunteering in this role.

We will arrange to meet you for an informal interview, and then obtain references and organise training for the volunteers we select.

Closing date for applications: 7th Feb 2019