



## Healthwatch Hampshire Enter & View Role Profile

### About Healthwatch Hampshire (HWH)

We are the independent local champion for people who use health and social care services.

We're here to make sure that the organisations that plan and run services, including the NHS and Hampshire County Council, put local people at the heart of care.

We aim to improve local health and social care services for people who use them today, and to shape them for anyone who might need them in the future.

### What does the role involve?

- To visit health and social care services to see and hear first-hand how services are provided
- To collect the feedback and views of service users (patients / residents) at the point of service delivery
- To collect the views of carers and relatives of service users
- To observe the nature and quality of services
- To collate evidence-based findings
- To work alongside the HWH team to report findings and recommendations (good or bad) to service providers and where appropriate, other organisations i.e. CQC, Hampshire County Council, Clinical Commissioning Groups (CCGs), NHS England, Healthwatch England and other identified partners
- To develop insights and recommendations across multiple visits to inform and influence strategic decision making.

### Who would suit this role?

The role is open to anyone who is a resident in Hampshire with the following qualities and abilities:

- Have good listening and communication skills
- Be able to encourage people to speak up about their views and experiences in a constructive way
- Be non-judgemental and respectful of others
- Be impartial, empathetic and show an ability to consider everyone's perspective
- Be tactful and diplomatic in sensitive situations
- Be reliable and flexible with your approach
- Have an understanding of the role of Healthwatch Hampshire
- Be committed and enthusiastic.

### What can Healthwatch Hampshire Offer?

- Free training
- Buddying system with opportunities to shadow for new volunteers
- A dedicated member of staff as a main point of contact
- Volunteer meetings and workshops and potential development sessions
- Reimbursement of all agreed expenses (mileage paid at 45p per mile)
- Free Disclosure and Barring Service (DBS) check - if relevant to role.

### Additional Information

- Whilst there is no minimum requirement of hours, each role and task will require a level of commitment and reliability which will be discussed and agreed before volunteering commences
- In addition to generic induction information, training is ongoing and designed to be task and role specific - sometimes delivered in-house by members of our team, and sometimes by external partners
- Each role is subject to a 3-month probationary period, and Ambassadors are instated for a duration of 12 months at a time.

**For an Application Form please contact Kate on:**

**[Kate.knowlton@healthwatchhampshire.co.uk](mailto:Kate.knowlton@healthwatchhampshire.co.uk)**

**or by phone: 01962 440262**