Want to be part of Health & Social Care change?

Join us!
Community Ambassador

Want to help improve Health & Social Care services, but don’t know how to do it? This is your chance!

Being part of the volunteer team at Healthwatch Ealing - the independent consumer champion created to gather and represent the views of patient and the public - you will play a role at both local and national level to make sure that people experiences of health and social care are taken into account.

We speak to patients and local groups to find out what their health issues and priorities are, and listen to people from every part of our community, across the Borough of Ealing. We collate patient experiences anonymously, which feed into reports for health and social care commissioners and providers (e.g. hospitals, GPs, care homes etc.) and summarise the main themes and issues raised. We also make recommendations and ensure our partners respond to reports stating how they are going to address any issues or concerns highlighted.

About the role
Community Ambassadors have a vital role to play as the link between Healthwatch Ealing and the citizens of Ealing - meaning individuals, communities, voluntary and community sector organisations and other patient or service user groups. As a Community Ambassador, you will promote and advance the aims and objectives of Healthwatch Ealing by becoming the ‘eyes and ears’ of the organisation, gathering people’s voices and lived experience of health and social care. This will form a fundamental part of the evidence base with which Healthwatch Ealing will seek to change and improve health and social care in the borough.

Key Tasks
⇒ Support Healthwatch Ealing to have a presence at events and distribute information on our behalf to different organisations
⇒ Actively promote the work of Healthwatch Ealing
⇒ Encourage people to use Healthwatch Ealing as their independent health and social care champion
⇒ Assist the Healthwatch staff team to gather views of local people or people with certain needs or who use certain services (running focus groups, helping us to carry out consultations, help others complete Healthwatch Ealing surveys and questionnaires)
⇒ To attend meetings and supervisions as required

To volunteer with us you must be:
• Aged 18 or over - if you’re under 18, there may be other opportunities available
• Committed to our values: Inclusive / Influential / Independent / Credible / Collaborative
• Confident and have an enthusiastic manner
• Flexible attitude
• Tactful and diplomatic and able to be sympathetic to others’ situation
• Possessing observational skills coupled with a desire to raise the quality of services
• Show consideration, sensitivity and respect to all, irrespective of background, culture, ethnicity, age, gender or presenting issues
• Adhere to confidentiality rules
- Dress appropriately, with a friendly approachable manner and good verbal communication and listening skills
- Basic IT literacy

**Desirable criteria:**
- Fluency in additional Languages
- To be a resident in the Borough of Ealing

**Benefits to being a volunteer at Healthwatch Ealing?**
- Supporting the improvement of local services for the entire community
- Building knowledge and experience of Health & Social Care (H&SC) sector
- Recognition of your performance on our website, social media and on events
- References and a certificate can be provided to those volunteering for a minimum of 3 months

**Expenses**
We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses, if required, will be reimbursed including expenses for travel, and meals (if appropriate) and other pre-authorised expenses.

What are you waiting for? We look forward to hearing from you
Phone: 0203 8860 830 or by Email: info@healthwatchealing.org.uk
www.healthwatchealing.org.uk