Want to be part of Health & Social Care change?
Join us!
Emerging Communities Outreach Volunteer

Background/Purpose

Healthwatch Ealing is an organisation which has previously benefitted from the participation of volunteers from diverse cultural backgrounds, influencing the provision of Health & Social care services across the borough. This includes research projects to evaluate the quality of NHS services, signposting patients to relevant healthcare services, providing information to the public on available Health and Social care services and guidance on complaint procedures. Healthwatch Ealing now envisages the creation of new roles and opportunities for members of emerging communities across the borough (Afghan, Nepalese, Algerian, Burmese, Sri Lankan, Romanian & Bulgarian communities) as representatives of members of their community in the Health & Social care sector.

The main motive of this opening is to ensure that members of emerging communities have access to information about healthcare services available to them, and that no individual is deprived of Health and Social care services due to lack of knowledge about services or issues with communication in English. This would be a great opportunity for willing volunteers from emerging communities to become more actively and directly involved in health and social care projects through Healthwatch. In addition, this role would avenue opportunities for shadowing at senior committee and board level meetings, working together with Healthwatch liaison representatives and the project team at a strategic level.

Tasks

- Get involved with community outreach programmes by Healthwatch Ealing, specifically targeting emerging communities in Ealing.
- Provide advice to the Healthwatch Ealing staff on strategic influencing opportunities to raise the profile of Healthwatch Ealing to members of emerging communities.
- Engage in research projects led by Healthwatch Ealing, aimed at enabling access and providing awareness of healthcare services to emerging communities.
- Get involved in decision making about raising standards of Health & Social care service provision.

Time commitment

- Minimum of 2 hours a week.

When

- Dates and times as agreed with Healthwatch Ealing staff.

Basic requirements

- Aged 18 or over - if you’re under 18, there may be other opportunities available
- Committed to our values: Inclusive / Influential / Independent / Credible / Collaborative
- Ability to communicate fluently in native language and English.
- Preferably belong to an emerging community in Ealing (Afghan, Nepalese, Algerian, Burmese, Sri Lankan, Romanian & Bulgarian communities).
- Strong desire to raise awareness about healthcare services.
- Strong communication skills.
• 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