Want to be part of Health & Social Care change? Join us!
Research Project Volunteer Role

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.

Falls Prevention Service project definition
To obtain service users feedback on the Falls Prevention Service and a variety of related services in order to evaluate the benefits on users’ confidence and measure impact in terms of falls prevented.

Project background
As people age, the chances of suffering a fall increase. This can affect confidence, balance and make even short trips to the shops or to visit friends a challenge. The impact of a fall on health, wellbeing and quality of life can be great.

A third of people over 65, and half of people over 80, fall at least once a year. Falls are the most common cause of death from injury in the over 65s and cost the NHS over £2bn a year and over 4 million bed days. Nearly 9 million, or one in six people in the population in England was 65 or over at the time of the last census, and the figure is forecast to rise by another 2 million by 2021.

Project objectives
➢ To obtain general service user feedback on the services
➢ To measure the impact of attendance/uptake on the confidence of participants/service users
➢ To measure impact in terms of falls prevented

Project Volunteer for “Falls Services Review” is the opportunity to
• Conduct telephone interviews with 2.500 people who have been part of the programme, approximately 3 months after initial participation
• Improve your data analysis skills

This role can be fit to suit your free time
• We ask for a minimum of 10 hours a week, on a set day and time, for 3 to 6 months
Is this your first time as a volunteer? Yes? No? It doesn’t matter. We can offer full training and support as needed

To volunteer with us you must be:

- Aged 16 or over
- Committed to our values: Inclusive / Influential / Independent / Credible / Collaborative
- Confident and have an enthusiastic manner
- Show consideration, sensitivity and respect to all, irrespective of background, culture, ethnicity, age, gender or presenting issues
- Adhere to confidentiality rules
- With a friendly approachable manner and good verbal communication and listening skills
- Capable to manage your own time skills
- Capable to work under pressure
- Very organised and detailed
- Intermediate IT literacy and proficient in Excel

Desirable criteria:

- Fluency in Tamil, Hindi and/or Punjabi
- 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