Want to be part of Health & Social Care change? Join us!

Healthwatch Ealing

0203 8860 830 | info@healthwatchealing.org.uk | www.healthwatchealing.org.uk
Healthwatch Ealing is provided by Your Voice in Health & Social Care – Company Number: 08397315 – Charity Number: 1154672
Strategic 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
Strategic Ambassadors have a vital role to play as the link between Healthwatch Ealing and statutory organisations within health and social care, such as Clinical Commissioning Groups (CCGs), NHS Trusts and local authorities. Primarily, Strategic Ambassadors will build effective partnerships to advance the overall aims and objectives of Healthwatch Hounslow. They will support the work of statutory organisations in their engagement and involvement of people in the development and delivery of health and social care services. This will require Strategic Ambassadors to take a broad and balanced view of the strategic challenges facing health and social care, but a view fundamentally grounded in the lived experience of patients, service users and the public.

Key Tasks
⇒ Lead the liaison between Healthwatch Ealing and a specified statutory sector organisation
⇒ Represent Healthwatch Ealing at formal (and informal) meetings, boards and committees of that organisation
⇒ Develop meaningful and effective relationships with the organisation, its staff, members and service users
⇒ Ensure that the voice and lived experience of the citizens of Ealing are taken account of within the decision-making and operational processes of the organisation, adopting a supportive, independent and critical stance
⇒ Present and promote the findings and recommendations of Healthwatch Ealing research and public engagement
⇒ Identifying potential future areas of enquiry for Healthwatch Ealing
⇒ Pro-actively encourage the two-way sharing of communication, information and intelligence between the organisation and Healthwatch Ealing, as well as other statutory and non-statutory organisations
⇒ Promote and support the general principles of engagement, involvement and coproduction within the organisation, reflecting innovative and best practice
⇒ Identify opportunities for Healthwatch Ealing to collaborate and work in partnership with statutory and non-statutory organisations
⇒ To provide regular, relevant and appropriate feedback to Healthwatch Ealing about the organisation and the partnership

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