

VOLUNTEER Community Listener

Community Listener Volunteers are out and about in Kensington and Chelsea, Hammersmith and Fulham and Westminster listening to people's views and experiences of the health and social care services. They also tell people about the work that Healthwatch Central West London does and encourage them to get involved.

What does the role involve?

- Listen to what people have to say about their health and social care in different settings. This might include visits to local groups, events, stalls on supermarkets and libraries and other places, as well as your own networks.
- Record their stories accurately, identify key common issues and feedback to Healthwatch CWL.
- Conduct surveys and questionnaires around specific topics by visiting relevant locations such as GP Surgeries.
- Talk to people about the work that Healthwatch does and motivate them to get involved. This might be by giving a short presentation at an event, helping at a display or running a stall.
- You might also want to run a regular drop-in session, facilitate a group discussion or organise an online focus group.

Where and when?

This is a flexible volunteer opportunity and it might involve being available in mornings, evenings or weekends in different locations across Kensington and Chelsea, Westminster and Hammersmith and Fulham. For example, you might want to volunteer every other Saturday morning in your neighbourhood or you might enjoy travelling across the tri-borough to cover activities at different times and days. We will discuss with you to develop a plan that works according to your schedule.

What kind of support will you be given?

Community Listeners will receive ongoing support that will include:

- Introduction to Healthwatch
- Shadowing, budding up and peer online support
- Training on listening and facilitation skills
- Meet ups with other Community Listeners to exchange views and socialise
- Travel expenses
- Additional training as needed

You will initially shadow an Engagement and Volunteer Coordinator. If you then feel comfortable of being on your own you and want to commit to volunteer, you will need a DBS (Disclosure and Barring Service) for this role that we are able to apply and pay for. We will also be able to provide you with a reference.

What are the benefits?

- Meet new people and be involved in the community
- Develop skills in community engagement and involvement
- Gain knowledge of the health and social care sector
- Help influence change that is based on local needs

How to apply?

This is a new, ongoing and flexible opportunity. To apply and for any questions you can contact Eva Psychrani, Engagement and Volunteer Coordinator at 020 8968 7049, 07734 962 255 or eva.psychrani@healthwatchcentralwestlondon.org. Eva is coordinating volunteering across the tri-borough and will be your main point of contact. She will reply within a few days to arrange to meet and discuss about the role.