

## Community Listener Volunteer

Help to improve local health and social care services and record what people say about the services they use.

### What does it involve?

- Talk to people in different settings, such as libraries, community centres, and community events.
- Listen to what people have to say about their health and social care services
- Record people's stories, identify key common issues and provide feedback
- Advice people on how to access health and social care services
- Inform people about the work that Healthwatch does and motivate that to get involve



### What you will need?

- Some spare time (at least 4 hours a month)
- Be friendly and patient, with good communication skills
- Be empathetic, understanding, objective and unbiased
- Be able to take legible notes and provide feedback

### What we offer you?

- Full training and support
- Broadening your knowledge about a range of local health and social care services
- Valuable work experience tailored to your needs
- A chance to help shape local health and care services
- Opportunities to get together with other Healthwatch volunteers and exchange ideas and information
- Traveling and actual out of pocket expenses
- Free DBS check



For more information and to talk through the role, please contact us at:

[volunteer@healthwatchcentralwestlondon.org](mailto:volunteer@healthwatchcentralwestlondon.org)

020 8968 7049