

Volunteer Role Description

Outreach Volunteer

Objectives

The objectives of an Outreach Volunteer are to:

- Promote Healthwatch Sutton and its services.
- Collect people's views and experiences of health and social care
- Invite local people to become members Healthwatch Sutton
- Recruit other volunteers to support the work of Healthwatch Sutton

Overview

To have the greatest impact, Healthwatch Sutton needs to be really well-known and visible in and around the London Borough of Sutton. This enables us to speak to local people and for them to be able to talk to us. As a Healthwatch Outreach Volunteer your primary role is to "spread the word" about Healthwatch Sutton within the local community. Champions can support our signposting, communication and engagement work by working with individuals, families or communities of interest.

To raise awareness of Healthwatch Sutton and enable us to collect people's views, a Healthwatch Outreach Volunteer could be involved in a wide variety of activities. The following are potential examples of activities carried out in this role:

- A team of Healthwatch Staff, Directors and Outreach Volunteers man a stand at a Health Fayre in Wallington, collecting responses to our survey and telling people about Healthwatch Sutton
- Two Healthwatch Outreach Volunteers attend a meeting of a local charity for older people. They tell people about Healthwatch Sutton and ask them questions about their recent experience of services in hospital.

Requirements

All outreach volunteers must:

- Be a member of Healthwatch Sutton
- Take part in the Healthwatch Sutton Volunteer Induction Programme
- Sign and agree to follow Volunteers Agreement
- Take part in appropriate training

Time commitment

Due to the nature of the Outreach Volunteer activities, it is unlikely that activities will be routine. As such, there may be periods when there is no outreach activity. However, Healthwatch Sutton will endeavour to put together a schedule of planned outreach activities in advance. In most cases, Healthwatch Sutton outreach activity will not be longer than 2 hours. It is envisaged that there will be at least 1-2 outreach activities each month.

Personal Attributes

In addition to the principles and expectations listed in the Volunteer Agreement, Outreach volunteers need to be able to:

- Communicate clearly and effectively with people of all backgrounds
- Listen to people without judgement
- Demonstrate emotional intelligence (i.e. able to interpret tone, body language etc. and respond appropriately)
- Clear and concisely collect information (mostly written)
- Follow training, guidance, policies and procedures.
- Focus on delivering the prescribed activity without being distracted

Benefits of being an Outreach volunteer

- Exciting volunteering opportunities to support and make a positive difference to the local community
- Boost your confidence and public speaking ability
- Meet new people and make new friends
- Make a positive difference in your community
- We'll cover costs to travel to events
- You'll be provided with an induction and training where necessary