

Healthwatch Hackney Comment Collector Role Description

What is the goal to be achieved?

To collect comments about NHS and social care services for both adults and children which are

- in detail (stories are good) and to specify the provider
- include equalities monitoring
- on the Healthwatch Hackney comments form, or on a audio file emailed to Healthwatch Hackney

What tasks need to be done to achieve this goal?

Managed Outreach

1. Respond to Volunteer manager emails, and book a place on Outreach activity
2. Come to the office at the time specified to prepare for the outreach and attend the briefing
3. Accompany the volunteer manager to the outreach activity
4. Engage residents at the activity, and collect their comments on the form or the audio file
5. Comments can be collected in English or in other community languages
6. Comments will preferably be typed onto tablets at the venue
7. Attend end of activity debrief and feedback, at the venue

Freelance Outreach

1. Fill in forms or audio files through own contacts and outreach
2. Maintain contact with Volunteer manager to ensure quality of comment collecting

Role description for one volunteer

Comment Collector

You will be supported to take part in outreach activities at a range of community venues where you will be speaking to Hackney residents about their experiences of the Health and Social Care services. If possible, you will then type the comments onto a tablet. The comments you collect will be fed back to help the services improve. You will be part of a dynamic group of Healthwatch Hackney volunteers who meet monthly to exchange information and findings.

**Skills and Qualities Required
Essential**

- Hackney Resident or strong Hackney connection
- Ability to talk to people about health and social care issues, particularly vulnerable and disempowered people
- Either
- Clear handwriting and good written English

Or

- Excellent communication skills and ability to record and email audio files
- Well organised, and punctual
- Team player
- Flexible attitude and patient

Desirable

- Ability to speak another local community language
- Ability to type

Level of commitment required

- **Commitment to at least once a month outreach activity, dates throughout the week, advertised approx 1 month in advance**
- **Or commitment to collecting at least 15- 20 comments per month, and to liaising with Volunteer manager at least once a month**

Training that could be offered

- **Healthwatch Hackney induction – includes training on the new health and social care set up, and working with vulnerable people**
- **Safeguarding Training**
- **Training on changes to the health and social care system as they arrive**

Potential progression routes

- **Moving on to becoming an Enter and View representative (part of the HWH Citizen Inspection Team)**
- **Becoming a representative on patient or service user forum**
- **Employment, with the help of the volunteer manager who regularly circulates job opportunities in health and social care – e.g. job opportunities at HCVS are also offered to HWH volunteers**
- **Other volunteering opportunities – e.g. at Homerton Hospital (where 1 in 10 volunteers move on to paid work)**