



Healthwatch Bexley - Volunteer

The role of the Volunteer is pivotal to the work of Healthwatch Bexley. You will be required to represent Healthwatch Bexley and its views within the community at libraries, hospitals, community groups and events.

Responsible and accountable to: Community engagement and Volunteer coordinator

Office Location: Healthwatch, Mind in Bexley and East Kent office at 2a Devonshire Rd, Bexleyheath DA6 8DS.

Please note that this position will be subject to satisfactory references and will be subject to an Enhanced DBS check.

About Healthwatch Bexley

Healthwatch Bexley was established in 2013 to act as the statutory, independent consumer champion for health and social care services in the borough. We're here to listen to the voices of local people and to help them navigate the complex health and social care systems. Everything we say and do is informed by our connections with Bexley's residents.

A key focus of Healthwatch Bexley is to understand the needs, experiences and concerns of people who use services so that we can speak out on their behalf to influence service provision. It is a priority to seek out and listen to disadvantaged groups who are seldom heard so that they are given a voice.

Engagement is fundamental to the way Healthwatch Bexley works and during the Coronavirus pandemic we have had to adapt. Finding new and creative methods of engagement is crucial and we want to focus on finding new ways of engagement to ensure we can deliver key messages from the community to stakeholders.

We aim to ensure that all those who plan and provide services in the borough listen to the voices and experiences of local people directly, or via Healthwatch Bexley, to shape high-quality services that meet individuals' needs.

Each year Healthwatch Bexley undertakes an extensive programme of work, which aims to have a positive impact on individuals, communities and the wider system.

Healthwatch Bexley is hosted by Mind in Bexley and East Kent

Volunteer Role Description

Role Summary

You will be required to represent Healthwatch Bexley and its views within the community at local libraries, hospitals and events.

Key Responsibilities

- Quarterly visits to local Hospitals including; Queen Elizabeth, Queen Mary's and Darent Valley Hospital
- Visit libraries within Bexley on a monthly basis
- Acting as an ambassador for Healthwatch Bexley

Person Specification

- Listening and note taking skills
- Ability to act objectively
- Open Minded
- Reliable
- A desire to help make positive change
- Good interpersonal skills

Time Commitment

Engagements occur with different frequencies and sometimes at short notice.

You can do as much or as little as you want; the time commitment will vary depending on what opportunities you get involved in.

Training and Support

Volunteers receive an induction to the organisation and role. On-going support is provided from relevant members of the staff and volunteer team.

Valuing diversity

Healthwatch Bexley aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part-time working status and health status.

Healthwatch Bexley (Mind in Bexley and East Kent) has an Equal Opportunities Policy and it is for each employee to contribute to its success.

This is a description of the job as it is presently constituted. It is the practice of the organisation to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This would be conducted in consultation with you through your Support & Supervision sessions

To apply please email a CV and covering letter to info@healthwatchbexley.co.uk