

Impact Volunteer

Background Information



Healthwatch Cornwall [HC] is the consumer champion of adult and children's health and social care in the county. It listens to the experiences people have of local, publicly-funded care, whether positive or negative, and uses this evidence to help inform and influence the commissioners and providers of services.

Role summary

Healthwatch Cornwall wants to make improvements on how we follow up on the things we've raised with the people who plan and deliver services to find out what's been done about them. We need to improve how we identify and communicate how our work has led to improved services because this helps ensure we continue to get support from, and are trusted by the public and partner organisations.

As an Impact volunteer you will help the team record and keep track of the changes we seek. Your volunteer role will help us focus on the changes to local services due to our work.

We use the word 'outcomes' to mean the positive changes to services we achieve through our work. We use the word 'impact' to mean the wider benefits to people's lives that they experience because of the services being better.

Main Duties and Responsibilities

To volunteer as a Healthwatch Cornwall Impact Volunteer you should be willing to support staff to:

- Stay up to date with our project work and reports we've produced.
- By reviewing online files and talking to members of the team, keep up to date on which of our report recommendations, insights, issues raised at external meetings, and other things we're working on we want to follow up on in the future.
- Recording those things as entries on our Impact Tracking Excel spreadsheet, so we have a record of the local changes to services we hope to achieve.
- Using the system agreed with the team, reviewing the entries on the Impact Tracking spreadsheet to decide what we will do to find out if any local changes have been achieved, updating the entries accordingly, and deciding on the next review dates. If needed, remind team members about their follow-up actions.
- Using the agreed process, share selected entries on the Impact Tracking spreadsheet with Healthwatch England.



- Ensure that information recorded on the Impact Tracking spreadsheet does not include anything that would breach the confidentiality of individual members of the public.
- Commit to two or three hours volunteering per week for 6 months.

What will you get out of it?

We understand that everyone has different motivations for volunteering but here are some of the possible benefits for getting involved.

- Have the opportunity to learn about a wide range of the work Healthwatch does and help the team better understand what we achieve for local residents.
- Have an impact on the health and social care services available in Cornwall
- Develop your excel and evaluation skills
- Build your confidence and communication skills
- Be a part of a great group of volunteers and have fun!



Personal Qualities and Skills

- Experience in using Microsoft Office, especially Excel and Outlook, and ability to use online platforms, e.g., Zoom, Teams for meetings
- Access to the internet
- Attention to detail and accuracy
- Able to work as a team with other volunteers and staff
- Confident to remind team members about things but consider their busy workloads
- Be comfortable volunteering from home and the office
- Ability to write in a clear and simple style
- Able to use your initiative but comfortable in asking for help when needed
- Respectful of confidentiality
- Experience in doing online research to find useful information from a range of sometimes technical sources.
- Is committed to and adheres to our Healthwatch values, policies and procedures
- Is willing to undertake training and develop knowledge/understanding.

Training and Development

Healthwatch Cornwall will support you to feel confident and competent to fulfil the role of Impact Volunteer by providing:

- Healthwatch Cornwall induction and training
- Relevant resources
- On-going support/liaison with the Volunteer Development Officer and wider team.

Location

This role will be mainly home based. However, during your induction and on an ad hoc basis you will be asked to come into the office to meet and work with members of the team.

Healthwatch Cornwall will reimburse reasonable travelling expenses – please see separate Volunteer Expenses Policy for further details.



Recruitment Method

Application form, Informal Interview, Reference, Induction and Trial Period.

All these arrangements are binding in honour only and not intended to be legally binding as this is a voluntary role. The involvement of all parties is based on good will and trust.

Contact Information



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