## **Healthwatch Rotherham**

## **Volunteer Outreach, Information and Signposting Officer****:**

**Who is Healthwatch Rotherham?**

Healthwatch Rotherham is the independent health and social care champion and exists to ensure that people are at the heart of care. Each local Healthwatch is a key part of its local community and works in partnership with other organisations in its area. For Healthwatch Rotherham, this includes working with the Local Authority, the NHS, local hospital and voluntary organisations.

**What will be my role as an outreach, information and signposting officer?**

* Allowing people to access the services they need both locally and nationally, by providing them with information and signposting over the phone, via e-mail and face to face at events and outreaches
* Gathering feedback from the people you speak to via our feedback survey to help us improve our service
* Attending outreaches and engagements with our Community Engagement Officer; speaking to people, setting up and manning our Healthwatch stall, giving out leaflets and information as well as listening to people’s opinions and experiences

**Why should you be a Healthwatch volunteer Outreach, Information and Signposting Officer?**

You will play an important role in the way that Healthwatch Rotherham supports individuals to access the best service for them. You can ensure people in Rotherham are engaged and listened to by services, by sharing their experiences with services, and ensuring they are providing the best experience to patients.

**What are we looking for?**

* Somebody who is free on any weekday (flexible hours) and would like to use this time to learn new skills and make a difference to Rotherham residents
* Somebody who can act independently as well as part of a small team
* Good timekeeping and organisation skills
* Good listening skills

**What will I gain from this opportunity?**

* A chance to enhance your CV
* Learn new skills and receive free training as part of the wider Citizens Advice Rotherham organisation
* Flexible working hours
* Opportunity to meet new people and network with other organisations
* A chance to be involved with the Rotherham community and improve people’s lives

### **How to apply:**

****To apply or to find out more, please contact info@healthwatchrotherham.org.uk for an application form, or visit our volunteering page on our website at: <https://healthwatchrotherham.org.uk/node/1071/>

Please send all completed applications to the above e-mail address.