



# Healthwatch Brent

## Volunteer

## Application Pack





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# About Healthwatch Brent

Healthwatch Brent is one of 152 local Healthwatch organisations set up across England since 2013.

Its primary aim is to improve health and social care services for local people. Healthwatch champions the rights of people who use health and social care services, and holds services to account for how well they engage with the public. Healthwatch supports patients, service users, carers and the public to be actively involved in how services are commissioned and delivered.

The Advocacy Project are the contract holders for Healthwatch Brent. In accordance with the contractual requirements between Healthwatch Brent and its commissioning body, Brent Borough Council, and the legal status of The Advocacy Project, the accountability for delivery and final decision-making are undertaken by the Healthwatch Brent staff, the Chief Executive and Healthwatch Brent Advisory Group.



When people who use services are involved in this way, services improve and the people involved gain confidence and skills.

**Staff survey**

## Why Volunteer with Healthwatch Brent?

At Healthwatch Brent we have many opportunities for volunteers to get involved in helping us deliver a valuable service to the people of Brent.

### Volunteering with Healthwatch Brent gives you the chance to:

- › Make a difference to your local community by helping them to have a say about local health and social care services
- › Build your skills and knowledge within a friendly, supportive team
- › Be trained by Healthwatch experts
- › Gain experience for your CV
- › Meet new people



### Who are we looking for?

Volunteer roles are open to anyone who lives in Brent, with a passion for improving health and social care. If you want to help us shape Healthwatch's activities and engage with communities across the borough, we would be delighted to hear from you. We are keen to recruit volunteers who represent the Brent's diverse communities, to help us make sure all voices in the borough are heard.

### All Healthwatch Brent volunteers will receive:

- › An induction into Healthwatch Brent
- › Ongoing training and support
- › Expenses in line with Healthwatch Brent's Volunteering and Travel Policy

### You will be asked to:

- › Sign a Volunteer Agreement
- › Agree to have a full DBS check for certain projects, such as Enter and View
- › Be willing to travel to other parts of London for meetings and events

# Healthwatch Volunteer Role Description

## About the role:

Engaging with local people and building relationships with their communities is at the heart of Healthwatch Brent's approach to improving health and social care services. We want to reach the most disadvantaged and seldom heard groups, to make sure their voices are heard. To help us do this, we are recruiting a team of volunteers for our outreach and engagement activities.

## Key responsibilities

- To promote Healthwatch Brent by engaging with local people and community groups
- To gather views about health and social care services in Brent from local people and community groups
- To accurately report the views you gather to Healthwatch Brent
- To feed-back information from Healthwatch Brent to people and groups in a way that is easily understood
- To investigate issues of particular concern through discussions with local people and community groups under the guidance of the Volunteer Officer
- To contribute to the organisation of events
- To attend local events and meetings
- To maintain an active interest the work and activities of Healthwatch Brent
- To undertake ongoing training as required
- To keep a record of expenses and submit them monthly
- To commit to the time required to fulfil the role
- To inform the Healthwatch Brent office in a timely fashion if you cannot keep to a commitment required by the role



## What we look for in volunteers

- Good local knowledge
- The ability to connect with a wide range of individuals and community groups, and to support them in voicing their opinions
- The ability to present information to different audiences
- The ability to separate your experiences from other people's issues and to present the views of those you represent without bias
- Willingness to ask for support and to accept guidance
- Language skills in addition to English are highly desirable

## Your attitude and values. You should be:

- Committed to helping people have a voice
- Non-judgemental
- Committed to the practical application of equal opportunities
- Reliable and trustworthy
- Respectful, supportive and empathetic when dealing with others
- Motivated to learn and develop new skills

**Please click this link for a description of the roles we are recruiting to at the moment.**

<http://www.healthwatchbrent.co.uk/content/volunteer>



## Application Form

<b>Name:</b>	<b>Date:</b>
<b>Address:</b>	
<b>Contact Number:</b>	
<b>Email:</b>	
We will contact you via e-mail unless you notify us otherwise. Please tick the box if you wish to receive correspondence by post <input type="checkbox"/>	
<b>Why are you interested in being a Healthwatch Volunteer?</b>	
<b>Please tell us about the personal qualities you can bring to the role?</b>	
<b>Which areas of activity you would be interested in:</b>	
Primary Care Group <input type="checkbox"/>	Communication & Engagement Group <input type="checkbox"/>
Research <input type="checkbox"/>	Administration <input type="checkbox"/>
Producing Reports <input type="checkbox"/>	Enter and View <input type="checkbox"/>
What is your availability? (e.g. Time/Days/Evenings/Weekends)	
<b>If interested in Enter and View, please tells us what interests you about this role?</b>	

**Please explain why you think you are suitable for this role. Please tell us about any experience you have that you consider relevant to the role. (Continue on a separate sheet if required)**

**If called for an informal interview, do you require any reasonable adjustments to be made? Please give details below, continuing on a separate sheet if required.**

**Please provide the contact details for two people who can act as a reference for you:**

Name Address	Name Address
Tel Email	Tel Email

**The information I have supplied is a true and accurate account of my experience and suitability to perform this role.**

Signed:	Date:
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**Please return this form by email to [Ibrahim.ali@healthwatchbrent.co.uk](mailto:Ibrahim.ali@healthwatchbrent.co.uk)**



## EQUAL OPPORTUNITIES - MONITORING FORM

The information on this form is collected so that we can assess the effectiveness of our equality policy and monitor our recruitment processes. We aim to be representative of the community in which we work and by monitoring the diversity of our applicants, we can assess our effectiveness in achieving this goal.

The information you give will only be used for this purpose and no other. This form will be detached from your application before we look at your application and is entirely anonymous .

Please read through each section with care before completing it. If you do not want to answer any specific question, please leave it blank.

### PERSONAL DETAILS

#### 1. Age

- Under 18    18 - 24    25 - 34    35 - 44    45 - 54    55-64  
 65-75    75+

#### 2. Gender

- Male    Female     Prefer not to say   Prefer to self-identify.....

#### 3. Disability

- Do you consider yourself to have a disability?   Yes    No

If you have answered yes, please give details of your disability below:

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#### 4. Sexual orientation

- Bisexual    Gay man    Lesbian/gay woman    Heterosexual/Straight

Prefer to self-identify.....

#### 5. Ethnic Origin

##### White

- English/Welsh/Scottish/Northern Irish  
 Gypsy or Irish Traveller  
 Irish

##### Asian/Asian British

- Chinese  
 Bangladeshi  
 Indian  
 Pakistani

##### Black, African, Caribbean, Black British

- African  
 Caribbean

##### Multiple Ethnic Group

- White and Black Caribbean  
 White and Black African  
 White and Asian

##### Other Ethnic Group:

- Arab  
 Prefer not to say

Prefer to self-describe .....

**6. Faith/Religion/Belief**

- Buddhist    Christian    Hindu    Jewish    Muslim    Sikh
- Prefer not to say   Prefer to self-describe .....

**7. Are you a carer?**

- Yes    No    Prefer not to say
- 

**What is the first part of your postcode? (i.e. NW9)**

**How did you find out about this role?**

- Healthwatch Brent newsletter or flyer
- Healthwatch Brent website
- Through another voluntary/community organisation
- Other (please state) .....