# Community Listener (Volunteer) Information Pack

## 1. Introduction: About Healthwatch North Northamptonshire

**Healthwatch North Northamptonshire** is the **independent champion for local people**, playing a crucial role in ensuring **health and social care services meet community needs**. As a new service, Healthwatch North Northamptonshire is dedicated to the North Northamptonshire area only. This specific focus allows the service to develop a deep understanding of the **unique character and needs of residents** at our local footprint.

### Function and Vision

Healthwatch North Northamptonshire **empowers individuals and communities to share their experiences**, thereby **influencing improvements in health and social care services** across the area.

Our work is guided by core values including:

- **Independence,**
- **Consistency,**
- **Relationships & Trust,**
- **Impact,**
- **and being Outcomes Focused**.

# Become a Healthwatch Community Listener Volunteer!

- Are you a great listener who loves helping people find the answers they need? Join our team as a **Community Listener Volunteer** and play a vital role in helping local people navigate the sometimes-confusing world of health and social care.

### Overview of the Role

- Accessing the right health and care information can be a difficult challenge for many. As a volunteer, you will be the guide, helping community members find the **up-to-date information and signposting** they need to access the correct services and support, either online or over the phone.

- Your role is a key part of what Healthwatch does, ensuring people have the right information, especially in a world where things are constantly changing.

### What You'll Be Doing

- **Providing essential information** to the public that has been checked and/or provided by the Healthwatch team.

- **Searching for relevant information** and confirming its suitability with a staff member before sharing it.

- **Recording** the feedback you get from people you are talking to

- **We're Looking for Someone Who...**

- Truly **enjoys listening and communicating** with people from all different backgrounds.

- Is **comfortable volunteering** and can use their own initiative.

- Has **access to the internet/email (but not essential)**

- Is happy to ask for help when they need it!

## How We Will Support You

- We want your volunteering experience to be positive and rewarding. You will receive **full training** and have regular contact with a member of the Healthwatch team for ongoing **support and guidance**. You'll also receive the **Healthwatch North Northamptonshire** volunteer handbook.

## Time Commitment and Application

- Our volunteering roles are **flexible** and designed to fit around your existing personal and social commitments. We will always work closely with you to find a schedule that works best for you.

- To apply for this role, please email our Healthwatch Service Manager, Claire, on claire.neilson@healthwatchnn.org.uk or give her a call on 07512 898229

We look forward to hearing from you!

**Location**: **Wellingborough**, **Corby or Kettering Community Centres, Libraries and other Outreach Locations**

- As a volunteer, you will support Healthwatch North Northamptonshire in fulfilling our purpose in being **the champion for people using health and social care services.** You will make a difference by connecting with people in your local community, including those whose voice is seldom heard so their experiences can help make health and care better.
- There are many benefits to volunteering with your local Healthwatch. These include:
- An opportunity to contribute positively to your local community, help people, and make a real difference to their lives
- A chance to learn new skills with training and personal development opportunities
- A useful stepping stone to employment
- An opportunity to meet a diverse range of people and develop connections with people in your local community
- Being part of a great team of volunteers, with dedicated staff to support you

# healthwatch
## North Northamptonshire