

Volunteer Researcher 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.**

Our Robust Community Engagement and Research

We are more than just an information service; we are a **leading voice for community health research**. Our research and engagement activities are led by Yahya Ibn John, who spearheads our **commitment to evidence-based community action**.

We are currently focused on **attracting significant external grant funding** from key bodies like the NIHR (National Institute for Health Research), the People's Health Trust, and the Northamptonshire Integrated Care Board (ICB).

By volunteering with us, you **directly contribute to the rich, reliable data** that fuels our current research and strengthens our bids for this vital funding, allowing us to expand our impact and drive meaningful service improvement across the community.

Become a Healthwatch Volunteer Researcher!

Overview

You will work with staff to support the research function of Healthwatch North Northamptonshire as we gather people's views and experiences of using different health and social care services.

Why should you be a Healthwatch Research volunteer?

If you like exploring and **getting to the heart of issues that affect people**, this is the right role for you. We have a vital role to play in ensuring people in North Northamptonshire are **engaged, listened to and provided with an avenue to tell us their views and opinions about health and social care services**. By people sharing their experiences with us we can bring these to health and care providers and decision makers in North Northamptonshire to **influence services** to make them better.

What will the role involve?

- Working with Healthwatch volunteers and staff team to **plan and deliver research activities** with other volunteers and staff members
- Assisting in the **production and implementation of surveys, focus groups and other research methods**
- **Recording** and **analysing** data
- Assisting in the production of **research reports**
- Engaging people using **online platforms** e.g. Zoom, Teams

Personal specification/requirements

- Effective **planning and analytical skills** and **ability to ask questions and listen well** to engage with people
- Able to **work as a team** with other volunteers and staff
- Experience of using Microsoft Office, including Word
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams (training can be provided in the latter)
- Respectful of confidentiality

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 Health & Social Care settings, including, but not limited to Kettering General Hospital, Mental Health Support Services, Adult Social Care Services, GP and Dental Practices....and many more.

- 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

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