

Volunteer Role Description

Information and Signposting Officer

Location: Office based
Days/times: Weekly/ times to be agreed

Main purpose:

As a volunteer information and signposting officer, you'll be helping us to maintain our shop service, which provides an opportunity for the public to drop-in for advice and information.

This is key part of what Healthwatch Hillingdon does and therefore you will be supporting people to get the information they need.

Why should you be a Healthwatch Information and Signposting Volunteer?

Accessing health and care can be difficult, with people not knowing where to go for support. As an information and signposting volunteer, you will be there to help guide people to the right health and care services, ensuring they have the most up to date information either over the telephone or face-to-face. The COVID-19 pandemic has shown us just how important it is for the public to have the right information; you can play a vital part in making this happen.

Main tasks:

- Providing information to the public that has been checked and/or provided by Healthwatch Hillingdon
- Searching for relevant information and agreeing with a member of staff whether it's suitable to share with the public
- Recording the type of information you have provided and who has received it on an Excel spreadsheet
- Helping to maintain our information and signposting provision by ensuring that hard copy leaflets and brochures are up to date
- Assisting staff with any general administrative tasks such as data entry, note taking and answering phone calls

Skills, experience, and aptitudes needed:

- Someone who enjoys listening and communicating with people from different backgrounds
- Able to use your own initiative but comfortable in asking for help when needed
- A good level of spoken and written English
- Experience of using Microsoft Office, including Word and Excel

What will you gain from this opportunity?

- Develop new and existing skills
- Meet new people and make new friends
- Reimbursement of reasonable out-of-pocket lunch and travel expenses
- Where possible, access to training opportunities which will help you carry out your role

How to apply?

If you are interested in applying for this role please contact:

H4ALL, Volunteer Development Team

Website www.h4all.org.uk

Email volunteerhub@h4all.org.uk

Telephone 07395-282-825

Post Key House, 106 High Street, Yiewsley, UB7 9BQ

About Healthwatch Hillingdon

Healthwatch Hillingdon is an independent consumer champion for health and social care in Hillingdon. We are one of 152 community-focused local Healthwatch. Together we form the Healthwatch network working closely to ensure the views and experiences of children, young people and adults are heard by those who run, plan, and regulate health and social care services.

By ensuring the views and experiences of people who use services are considered, we can help make services better now and in the future.

Healthwatch Hillingdon actively seeks views from all sections of the community, especially from those who sometimes struggle to be heard.

We also encourage health and social care providers, regulators, and planners to hear from people directly.