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**Engaging Communities Solutions (ECS)**

**Volunteer Role Description**

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|  | **CORE20 Plus - Community Connectors** |
| **Purpose of the role:** | The purpose of this volunteer role is to reach out to communities to identify the issues they are having around Health & Social Care Services |
| **Key tasks:** | Work with staff to reach to diverse community groups to get their views on health and social care services.  Deliver Core20plus aim – tackling Health Inequalities  Commence work with; LGBTQ+, travellers, domestic abuse victims, refugees and homeless  Attend planning engagement activities with other community connectors / staff.  Holding engagement and information stands in community areas such as hospitals, GP (General Practitioner) surgeries and dentists.  Talking to and gathering views of the public and reporting this back to Healthwatch.  Helping to conduct surveys and consultations within their community.  Produce case studies |
| **Where:** | It will be wherever engagement activities take place in the community and using online platforms where appropriate. |
| **When:** | Ongoing. |
| **Time Commitment:** | Ongoing.  We will work closely with you to ensure the role fits in with your other personal and social commitments. |
| **Experience and knowledge:** | Ability to write in a clear style to feedback peoples experiences  Have a passion for improving local health and social care services.  Able to work as part of a team.  Experience of using Microsoft office, including word.  Access to internet / email.  Respect of confidentiality always.  Able to use your own initiative but will ask for support if needed.  Ability to understand the diverse ways to communication with different audiences.  Good interpersonal skills with the ability to talk and listen to different audiences.  Be non-judgmental and always treat people with dignity and respect.  Be reliant and punctual.  Be aware of safeguarding and how to raise concerns if they arise. |
| **Support:** | Full induction to the role and organisation.  Training.  Opportunity to receive wellbeing services  Support from staff.  Reimbursement of pre planed off pocket expenses  DBS (Disclosure and Barring Service) checks will be completed. |
| **Benefits to you:** | Increase your confidence and develop new skills.  Free training.  Experience of working with Health and Social Care organisations.  References to add to your CV.  Meeting new people. |