Want to get involved? ...

Check out these opportunities to support Healthwatch Southwark

Intelligence Analysis Champion

Are you passionate about **analysing** and **reporting data**? Healthwatch Southwark Intelligence Champions use feedback, survey information and patient experiences sent in to the Healthwatch team to discuss and analyse the themes that arise. The Healthwatch Southwark team will then use this information to feedback to commissioners and decision makers in order to work with them to improve health & social care provision in the borough. This is a role that requires **attention to detail**, a **methodical** approach, the ability to **work as a team** and confidence using Microsoft Office applications.

Engagement Champion

Engagement Champions support Healthwatch Southwark to gather grassroots information from the general public about their experience of accessing health and social care service in the borough. This is a public facing role and involves a range of activities from helping to organise and run **events**, conducting one-to-one interviews, arranging online surveys and **supporting community focus groups**. If you are **warm**, **caring** and enjoy **listening** to people's experiences, come and help support our Engagement activities!

Representation Champion

If you have a good understanding of the language and structure of the health and social care sector, we are looking for Representation Champions to confidently represent Healthwatch Southwark at external public and private meetings. We are looking for volunteers that are able to **talk confidently** about our current work and **feedback** what was discussed at meetings by **circulating a report**. If this sounds like you, please get in touch.

Please get in touch
for more information...

T: **020 7358 7005**
E: **info@healthwatchsouthwark.co.uk**
W: **www.healthwatchsouthwark.co.uk**

Enter & View Champions

Do you have excellent **observational** and **communication skills** and a **passion for continuous improvement** in public services? Our Enter & View Champions visit publically funded health and/or social care services in the borough to gather patient or carer feedback about the service. Conducting an Enter & View takes planning and preparation; you will need to research the service you are visiting, plan questions to ask patients and staff and work with Intelligence Champions (other HWS volunteers) to feedback your findings. You will need to compile a report of your findings, the aim being to work with the service to offer practical and achievable suggestions to improve the experience for users.

Reception and Supporter Champion

Reception and Supporter Champions play a key role at Healthwatch Southwark, **listening** to people's experiences and **signposting** people to services or individuals that can help them. As the (telephone) Receptionist and Supporter Champion, you will be the first port of call for people wanting help. This will include responding to a very wide range of enquiries from the public including those wanting to become Healthwatch supporters or volunteers; listening to queries, experiences or issues from the public and accurately recording the details. Depending on the nature of the query, you will provide basic information or signpost the caller. If you are a **good listener**, like **helping people** and are a good **administrator**, this might be the role for you!

Digital Support Champion

We are looking for Digital Support Champions to help Healthwatch Southwark spread the word about what we do more effectively. We want to use online tools to their full potential, to raise our profile and gain more information to support the work we do. If you have experience of managing CMS for **websites**, **social media**, and have **filming** and **editing skills**, we need your help! We also want to use Yammer, Google Analytics, Survey Monkey and other new media to become more digitally aware and connected.

Please get in touch
for more information...

T: 020 7358 7005
E: info@healthwatchsouthwark.co.uk
W: www.healthwatchsouthwark.co.uk