

# Healthwatch Essex Ambassador

## Role Description

**Post Title:** Healthwatch Essex Ambassador

**Accountable to:** Volunteer Officer

**Location:** Coverage across Essex

**Duration:** Up to maximum of 10hrs per month

**Place of work:** Home based (via email, phone, Skype), with occasional meetings.

**Type of Role:** This is a voluntary, unpaid role (reasonable travel expenses will be paid)

### About Healthwatch Essex

Healthwatch Essex is an independent voice for the people of Essex. We collect the views and experiences of people across Essex, and use these to help improve, design and/or support the delivery of local health and social care services in the area. We also provide an information service to help people access, understand, and navigate the health and social care system, [www.healthwatchessex.org.uk](http://www.healthwatchessex.org.uk).

We support a range of volunteers, who are involved in collecting and representing the voice of the people of Essex.

### Purpose of Role

Healthwatch Essex volunteers are key to raising the profile of Healthwatch Essex, providing their own insights on services as well as becoming a direct interface for the general public. Our volunteers have an opportunity to make a real difference.

We are looking for volunteers in each ICS (formerly CCG) area to help attend crucial meetings in these areas. We would look to our volunteers to represent Healthwatch Essex's views and the people of that local area. We would ask that you take away information from each meeting and feedback to the appropriate person in Healthwatch Essex to help us make a difference.

### What you will be required to do

- Represent Healthwatch Essex at appropriate events, meetings and within your own communities. Promoting its value and purpose, to encourage and help others to share their views.

## About you

We are looking for people who are enthusiastic and passionate about wanting to improve the quality of services and willing to share your own experiences and opinions of health and social care in Essex. You should also be capable of listening to, valuing and gathering the views and experiences of other people.

## What we are looking for

Skills	<ul style="list-style-type: none"><li>• Ability to listen to others</li><li>• Clear and concise communicator</li><li>• Empathy for others</li></ul>
Personal Qualities	<ul style="list-style-type: none"><li>• Approachable with a constructive, positive attitude</li><li>• Ability to listen to others and express own view clearly and succinctly</li><li>• Ability to articulate a patient perspective beyond personal experience where necessary</li></ul>

## What we will offer you

- An opportunity to have your say in relation to health and social care services in Essex
- The chance to meet other people with similar interests and understand their experiences, right across the county
- Healthwatch Essex Volunteer Training Package which includes the power of voice and lived experience and understanding coproduction, as well as a range of other training courses
- A dedicated member of Healthwatch Essex staff to support you
- Reimbursement of reasonable travel expenses, in line with our Expenses Policy
- Invitations to attend Healthwatch Essex events and the opportunity to be involved in other projects
- Meetings held in accessible venues (please let us know if you have any accessibility needs, and we will explore how best to make reasonable adjustments.)

If you would like to have an informal discussion about the role please get in touch with email address in the advert. Apply using the same email, sending a letter of no more than one A4 page giving an outline of your background and why you are interested in becoming a Healthwatch Essex Ambassador. Successful applicants will be offered a telephone or face-to-face interview at a convenient location.