



## Role Description - HWN Community Engagement Volunteer

### Purpose of the role

HWN uses its influence to improve the planning, design and delivery of health and social care for people in Northamptonshire by making sure that the views of local people are really listened to in decision making. The role of HWN community engagement representative focuses on public and patient engagement, enabling HWN to listen to individual experiences of health and social care services and helping us to collate evidence directly from service users. The role also involves publicising HWN and what we do within local groups and communities.

### Main tasks and responsibilities

- Help HWN to engage with the public at a variety of events, gathering views via comment cards and where applicable inviting participation in HWN surveys and other methods of engagement, such as focus groups
- Promote understanding of the purpose and function of HWN, raising our profile and highlighting our achievements and activities
- Deliver presentations to a variety of small groups, e.g. at coffee mornings, community groups, community events to provide information about HWN
- Listen to and record individual experiences and views of health and social care services
- Support HWN in gathering views from local communities, particularly from those who are currently seldom heard by decision-makers

### Skills and experience needed

- Interest in health and social care issues
- Understanding of the role of HWN in the local health and social care environment
- Enthusiasm for networking with community groups
- Willingness to encourage others to feed their views into HWN
- Good listening skills
- Good presentation skills, using a prepared script
- Use of own transport is desirable, travel expenses will be refunded
- Understand and respect the need for confidentiality, especially when sharing information with others

### Time commitment

- Once trained it is at the discretion of the individual how much time they wish to commit. Average 2 - 4 hours per meeting or event.

Approved 19 March 2018