

## Volunteer Role Description

### Meeting Representative

We are an independent champion for people who use health and social care services. Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We are here to find out what matters to them and help make sure that their views help shape the support they need.



*"I have enjoyed working with other volunteers, learning new skills, meeting patients and seeing my local community through a different lens."*

**Christine, Volunteer**



#### Summary of Role - Meeting Representative

Healthwatch Brighton and Hove needs to be represented at a large number of health and social care committees and board meetings across the city. As a Meeting Representative you will sit on one or more of these bodies, representing the views of the people of this city and report back. You will be fully supported and briefed by the Healthwatch team.

#### Main Duties

- Attend specific meetings as a representative of Healthwatch Brighton and Hove
- Prepare for each meeting by reading all relevant paperwork
- When required, speak on behalf of Healthwatch Brighton and Hove
- Report back within seven days of each meeting using our feedback form
- Report urgent issues to us as soon as possible after the meeting
- Liaise with our staff team prior to meetings to ascertain key issues and information

#### Skills, Abilities and Experience

You should have experience of:

- Speaking at meetings / public events
- Representing the views of others objectively
- Listening to and giving consideration to the views of others.

You should also be able to:

- Read and digest written materials
- Leave aside one's own personal agenda
- Maintain confidentiality
- Show tact and diplomacy coupled with tenacity and skills of persuasion
- Punctuality and reliability.

Not essential, but helpful to have a background in Health and Social Care Services

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#### What Healthwatch Brighton and Hove offers you

- The chance to improve health and social care services in your local community
- Valuable practical experience of the health and social care sector
- Full induction training, as well as regular opportunities for further training
- Regular support and guidance from your line manager
- Reimbursement of all out-of-pocket expenses
- A reference after six months of service.

#### Commitment

We ask that you commit to **six months** of volunteering - days/time can be flexible.

#### Criminal Record Check

There is no requirement for a DBS check for this role.

If you'd like to know more about the role or have any questions,  
then please call us on **01273 234 041**  
or email [office@healthwatchbrightonandhove.co.uk](mailto:office@healthwatchbrightonandhove.co.uk)

To apply download our application form at:  
[www.healthwatchbrightonandhove.co.uk/volunteer/application-form](http://www.healthwatchbrightonandhove.co.uk/volunteer/application-form)

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