

Volunteer Role Description

Lay Assessor

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.



"Being a Lay Assessor gives me a sense of still contributing to the public sector. It keeps me grounded and enables me to meet some amazing people."

Elizabeth. Volunteer



Summary of Role - Lay Assessor

Our Lay Assessors interview people receiving home care from a local provider, speaking to residents and their families about their experience and the quality of service they receive. You feedback that information to us and we collate and report back Brighton & Hove City Council who use it to ensure the service providers maintain a high quality of care.

Main Duties

- Conduct surveys in the homes of people with home care providers.
- Observe the provision of service and obtain the views of service users, families and friends.
- Report the responses and observations to us.
- Attend periodic meetings of LAS volunteers.

Skills, Abilities and Experience

You should have the ability to:

- Communicate effectively with a diverse range of people.
- Work as part of a team.
- Leave aside one's own personal agenda and issues.

Not essential, but helpful if you also had:

- A background in Health and Social Care Services
- Experience of working with vulnerable people
- Experience of conducting public surveys.

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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

Because of the nature of this role an Enhanced DBS check is required.

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

To apply download our application form at:
www.healthwatchbrightonandhove.co.uk/volunteer/application-form

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