

Volunteer Role Description

Team Supporter

Patient Involvement & Experience Team

This role will mainly be home-based, with opportunity to attend community events (Kirklees-based) with the team. Due to this, the volunteer must live within the geographical areas that Locala services are provided.

Restrictions: 16 years +

About the Locala Service:

Locala's Patient Involvement & Experience Team aim to understand patients' experiences, both good and not so good, to improve how services are designed and delivered and to celebrate when things have gone well. They work closely with services to ensure the patient voice is heard and acted upon.

What You Will be Expected to Do:

To support the Patient Involvement & Experience Team by ringing people for feedback about our services, using a structured conversation template.

*There may also be opportunity to attend and assist at community events, which might include holding conversations with attendees to help generate feedback.






















The Difference You Will Make:

You will be helping the Patient Involvement & Experience Team listen to even more people which, as a result, will likely lead to more improvements within our community healthcare services. Patients contacted feel involved and valued and that they are helping make a difference.

Useful Attributes:

- Must live within the geographical areas that Locala Services are provided.
- Good communication skills (clear speaker, confident enough to generate conversation)
- A good listener
- Reliable and trustworthy
- Organised
- Able to show initiative
- ^Basic IT skills (familiar with MS Excel and able to access websites)

Weekly Sessions to be Covered (*not necessarily all vacant*):

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Morning	 Not before 9am	 Not before 9am	 Not before 9am	 Not before 9am	 Not before 9am		
Afternoon							
Evening	 Up to 8pm	 Up to 8pm	 Up to 8pm	 Up to 8pm	 Up to 8pm		

Minimum Period of Commitment: 3 – 6 months

How Locala Will Recruit You:

- Application
- Informal Interview (via MS Teams)
- 2 x Character References
- Enhanced DBS Check
- **Training and Induction** (online modules to be completed *before* induction)



What Will be Available to You:

- Public Liability Insurance (covers 16 years +)
- Disabled Access (cannot guarantee if attending community events)
- Regular Follow-up Visits (every 6 months minimum)
- Out-of-Pocket Expenses (45p per mile, parking, public transport fees)
- ID Badge



Useful Information:

^You will be provided with a Locala mobile phone to receive/send emails and make calls, but would need to be willing to use a home device (e.g. laptop, tablet) to access the 'Smart Survey' website to input answers during the calls you are making. Issues with access to a home device can be discussed at interview.

*If you choose to support the team by attending community events, please be aware that some may take place over weekends.

****Training:** Additional support is available if required. If you don't have access to a computer, a paper version of the modules and assessments can be provided. **Conflict Resolution training will also need to be completed before starting.**

How to Apply:

Submit an online application at: [MyImpactPage - Application Form - Locala Health & Wellbeing \(betterimpact.com\)](https://betterimpact.com) Alternatively, a paper application form can be posted out on request.

Please call one of our Volunteer Services Managers (Heidi and Louise) on: 030 3330 9392, or email: volunteering@locala.org.uk.

About Locala:

Locala is proud to be a colleague-owned provider of NHS community healthcare services. Our colleagues make key decisions about the services we provide and how we support our communities. As a social enterprise any profits made are invested into further improving our healthcare services and community projects.

Visit our website for more details at: www.locala.org.uk.