

# Talk Wellbeing Hub Volunteer

Front of House. At Maylord Orchards, Hereford -

## What does the role involve?

To support those coming into Talk Wellbeing by signposting to different organisations and community groups available to people:

- To welcome people in and explain what Talk Wellbeing is all about
- Using the Talk Community directory to support people to find information
- Using local knowledge to signpost to groups
- Support people to download the NHS app and explain how it's used
- Support people to access e-consultation through their practice website
- Support the Talk Wellbeing team to understand people's barriers to accessing care and recording queries

## What will you get out of it?

- Becoming part of a friendly and dedicated team.
- Meeting people and making new friends.
- Boost your CV as you develop new skills and confidence in the workplace.
- Being part of your community and helping to get voices heard.

## What are we looking for?

We are looking for people that have an interest in health and social care, this could be your chosen career path or through personal experiences. We are looking for people who can demonstrate or would like to develop the following skills:

- Effective communication skills.
- Being an ambassador for Healthwatch Herefordshire.
- Can demonstrate empathy towards people and situations.
- Passionate about improving local health and social care services.
- Organised and reliable with a flexible approach to work.
- Respect confidentiality.

## How will we support you?

We want you to have an enjoyable and rewarding experience volunteering for us. You will be supported and trained by Healthwatch with a member of the team buddying you for the initial volunteering sessions until you are comfortable in your role. A branded t-shirt will be provided.

## How much time is involved?

Our volunteering roles can be flexible, and we aim to fit around your schedule. Ideally, our local Healthwatch Volunteers would be able to make a regular commitment, but this role can also be ad-hoc to suit your lifestyle.