

# VOLUNTEER HANDBOOK

## CONTENTS

- WELCOME TO HEALTHWATCH WARWICKSHIRE
- ABOUT HEALTHWATCH WARWICKSHIRE
- ORGANISATIONAL STRUCTURE
- ORGANISATIONAL COMMITMENT
- SUPPORT FOR VOLUNTEERS
- WHAT WE EXPECT FROM YOU
- CONTACT DETAILS

## WELCOME TO HEALTHWATCH WARWICKSHIRE

We are delighted that you have chosen to become a volunteer with Healthwatch Warwickshire and hope that you find the experience exciting, challenging and rewarding. At Healthwatch Warwickshire, we really value your commitment and the work you do, so thank you!

This document outlines the role of Healthwatch Warwickshire, our commitment to volunteering and our organisational policies.

Please take time to familiarise yourself with this document and should you have any questions please don't hesitate to ask.

## ABOUT HEALTHWATCH WARWICKSHIRE

### OUR VISION

Healthwatch Warwickshire is the independent consumer champion, created to gather and represent the views of the Warwickshire public on health and social care issues.

### OUR MISSION

- to be the "consumer association" for those who use health and social care services in Warwickshire
- to enable those who are frequently ignored to have a real say and an effective voice in the decisions that affect them
- to be a critical friend to those who provide health and social care service in Warwickshire

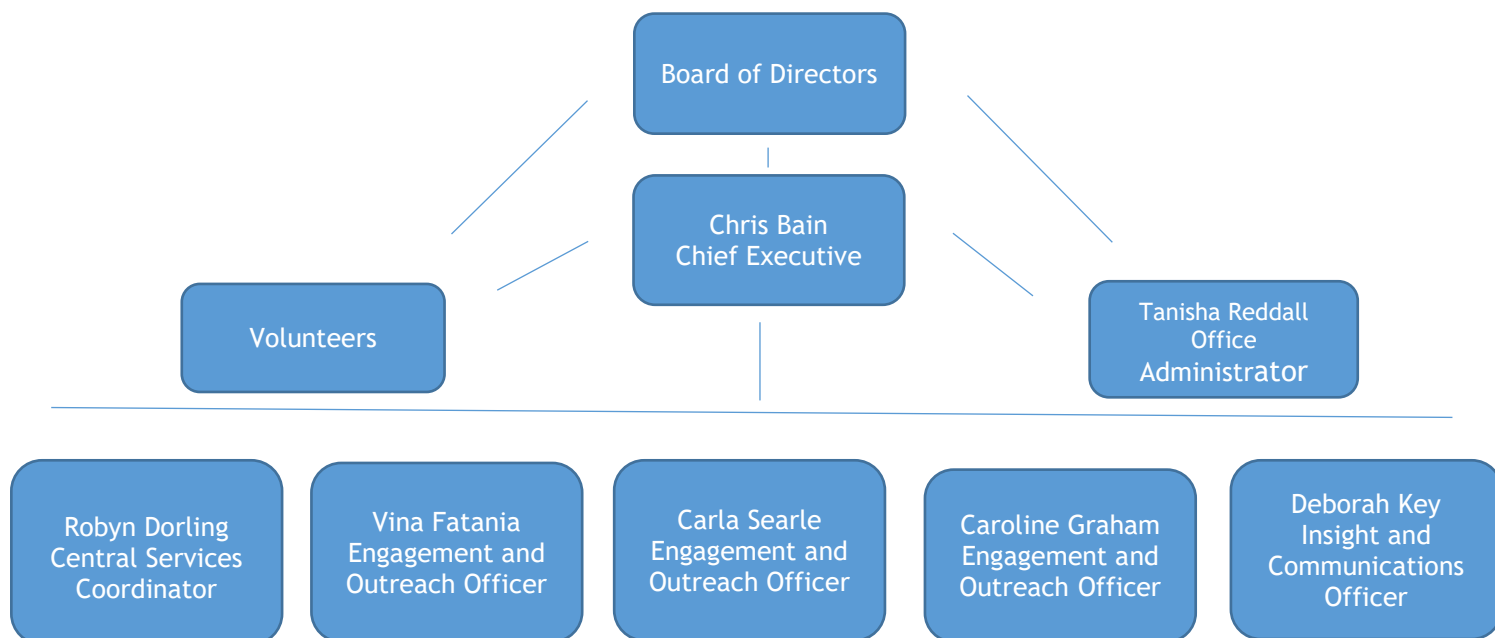
### CORE FUNCTIONS OF HEALTHWATCH WARWICKSHIRE

- Gather views and experiences
- Make these views known, both locally and nationally as appropriate
- Promote and support involvement in commissioning of health services and provision of care services
- Where appropriate, recommend investigation or special review of services via Healthwatch England to the CQC
- Provide or signpost to advice and information re access to services
- Enable access to NHS Complaints Advocacy Services

### HOW ARE WE FUNDED?

Healthwatch Warwickshire is funded by the Department of Health, through Warwickshire County Council. We are, however, an independent organisation. We are not part of the NHS, nor the County Council.

## ORGANISATIONAL STRUCTURE



## ORGANISATIONAL COMMITMENT

### WHAT YOU CAN EXPECT FROM US

The Board of Healthwatch Warwickshire is fully committed to achieving a positive volunteer experience and will ensure that volunteers are properly integrated into the organisational structure enabling them to contribute effectively to the work of the organisation. Volunteers are represented on the Board by an Active Observer who is a nominated volunteer.

Paid employees at all levels will work positively with volunteers and, where appropriate, will seek to involve them in their work or provide work for volunteers that is satisfying and that can lead to personal development.

On a day to day our Volunteer Coordinator will act as your point of contact within the organisation and will keep you updated on training, support and supervision to support you in your volunteering role.

## SUPPORT FOR VOLUNTEERS

**INDUCTION** - Successful volunteers will receive a formal induction to Healthwatch Warwickshire which will include:

- Information about Healthwatch Warwickshire
- Ways that you can get involved
- The practicalities of being a volunteer with us e.g. how to complete expenses claims, support and supervision
- At your induction you will receive copies of volunteer policies and Healthwatch Warwickshire's Code of Conduct, which you will be required to sign up to.

You will have the option to train to be an Authorised Representative taking part in our Enter and View programme. Authorised Representatives receive training in:

- What is Enter and View
- What we expect from our Enter and View Authorised Representatives
- How to conduct an Enter and View Visit
- How to write an Enter and View Report

**TRAINING** - Following on from your Enter and View training there is a programme of mandatory online training to be completed within a year. This training is open to all volunteers but is mandatory for Authorised Representatives. Topics include:

- Dementia Awareness
- Mental Health Awareness
- Equality and Diversity
- Safeguarding
- Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS)
- Confidentiality and Data Protection
- Reporting Back

**ONGOING SUPPORT** - Volunteers are supported and managed by our Volunteer Coordinator who provides a robust support and supervision process, including:

- Probation Meeting
- Regular One to One Meetings
- Bi-Monthly Volunteer Meeting
- Ongoing support as required

## WHAT WE EXPECT FROM YOU

- To carry out your role to meet the aims of the organisation
- To give us suitable notice if you are unable to carry out your volunteering role for a particular reason
- Share any concerns or issues that you may have
- Be supportive of your fellow volunteers
- Attend all mandatory training and identify any additional training needs you may have
- To act in accordance with Healthwatch Warwickshire's policies and procedures

## CONTACT DETAILS

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