

Role of the Volunteer Community Connector

1. You will be part of a team of Community Connectors (CCs) recruited from the local community.
2. CCs will be expected to attend all training provided by Healthwatch East Sussex. All training will take place locally.
3. CCs will need to be able to devote a minimum of 4-6 hours a week (excluding training) for four weeks.
4. The CCs will be supported by Healthwatch staff. The project coordinator will be the main contact for CCs and deal with any problems or concerns they have.
5. CCs will be expected to record accurate information and to ensure that all data collected is stored safely and confidentially and given to the project coordinator or Healthwatch East Sussex staff as directed.
6. CCs will be expected to behave professionally and courteously to other CCs, the Healthwatch East Sussex team and to members of the public and to represent the Listening Tour in a positive light at all times.
7. CCs do not need to have previous experience of volunteering, or an in depth knowledge of local health and social care services or possess particular qualifications. However, CCs need to be:
 - Able to undertake discussions with members of the public using questionnaires and record answers accurately
 - Willing to learn
 - Able to speak clearly to people
 - Confident about approaching members of the public and asking them questions
 - Willing to work as part of a team and follow instructions
 - Able to work in a way that is impartial and that facilitates people giving their independent views
 - Able to listen
 - Keen to have a go and able to ask for help when they need it
 - Willing to contribute ideas and interested in local people and their community

We want to encourage as many local people as possible to get involved. If you feel that you would like to discuss the role further, please contact Elizabeth Mackie on 0333 101 4007 or email Elizabeth.Mackie@healthwatcheastsussex.co.uk for a discussion.

