

CCG Community Engagement Volunteer

NHS Liverpool CCG is looking for volunteers to assist them in their public engagement as part of the Healthy Liverpool initiative.

If you enjoy having conversations with people and are passionate about raising the quality of local NHS services then this is the role for you.

The Community Engagement Volunteer will assist the Engagement Team with delivering a variety of community engagement activities, designed to get people talking about health services, thinking about what their experiences have been and what they want from local services.

Volunteers will have the opportunity to interact with the local community to promote and inspire conversations about the NHS. This could be through one or more of the following:-

- Assisting at public events and helping to ensure each event runs smoothly from start to finish
- Carrying out face to face surveys
- Interviewing local people about their experiences of using health services and recording this information
- Assisting with data entry.
- Receiving and sharing information with your local community or with your local groups, family members or friends

You will have the opportunity to creatively input to developing engagement activities.

Conversations will be taking place across Liverpool covering a variety of health conditions including cancer services, respiratory health, lung health and maternity services.

You will receive training in conducting conversations and undertaking questionnaires. You will also full briefings with background information about specific areas of health that may be relevant to the engagement.

Organisation

NHS Liverpool Clinical Commissioning Group (CCG) works on behalf of everyone who lives in Liverpool and patients registered with our members - Liverpool GP's. We are responsible for improving health and planning health services across the city, working with our NHS hospitals, Trusts, other care providers, the council, charities, voluntary groups, patients and communities.

We are leading a Healthy Liverpool Programme to transform health in our city.

When required

Flexible but generally Monday – Friday daytime

Skills & Qualifications

Confidence to approach and chat to members of the public

Good communication skills

An awareness of the importance of confidentiality

The ability to manage sensitive information appropriately

The ability to ask questions and record answers

A commitment to equal opportunities and respect for others

Open minded

Respectful of other people's opinions

NHS Liverpool CCG welcomes volunteers who have additional language skills (other than English) to help conversations take place across the diverse communities of Liverpool. These additional languages include:

Somali, Arabic, Urdu, Polish, Farsi

Additional information

Volunteers must be Age 18 +

Volunteers will be provided with an induction and support to complete tasks. Training will be provided (conducting questionnaires, communication skills, confidentiality). They will also be provided with travel expenses and will be covered by appropriate CCG policies and procedures.

Recruitment method

Attendance at CCG Volunteer Training sessions, application form, informal interview.

Interested in this role?

Contact: Sarb Heer

0151 247 6406

Involvement@liverpoolccg.nhs.uk