**Volunteer Research Officer - Role Description**

**About us:**

Healthwatch Wandsworth represents the views of patients, service users and carers with local commissioners and providers of health and social care services. Healthwatch is operated by Wandsworth Care Alliance (WCA) a local charity and is a member-led organisation.

**Role Description:**

To support the Healthwatch Team deliver robust, valid and reliable research reports and to ensure that strong evidence and research influences the organisation’s priorities and actions.

**Skills required:**

Excellent organisational, research, analytical and problem-solving skills; strong communication, both in person and in writing; accustomed to dealing with confidential/ sensitive issues and documents.

Ability to analyse and interpret a wide range of information from our research projects and different research methodologies; self-motivated with a flexible approach; ability to work within a team but able to work on own initiative when required.

Ability to carry out research using a variety of techniques to maximise returns; competent in use of Microsoft Office; to undertake appropriate learning and development as identified through supervision and the changing nature of reports required.

**Duration:**

Ongoing, but a minimum of 3 months commitment, **3-7 hours per week.**

**Accountable to:**

Healthwatch Manager

**Main Duties:**

* Observe the Volunteers’ Code of Conduct;
* Assist in producing both written and oral reports and briefs for Healthwatch, based on research or analysis, explaining complex ideas and findings in a way that can be easily understood;
* To assist in designing and producing research tools, e.g. questionnaires, as necessary;
* To assist in processing and analysing date;
* Keep up to date with developments in policy for health and social care issues;
* To attend and contribute to work plan meetings as requested.

Please note that this is an **unpaid** position. We are looking for a volunteer who is available **3-7 hours per week**. Although this position is unpaid, we offer excellent references upon the successful completion of your assignment. Please visit [www.healthwatchwandsworth.co.uk](http://www.healthwatchwandsworth.co.uk) for more information.

**What will you get from volunteering with Healthwatch Wandsworth?**

* The opportunity to acquire new skills, refine old ones and increase your confidence;
* You will be able to update your CV and use your experience with Healthwatch to seek work in health and social care or other fields of employment;
* The opportunity to help Healthwatch Wandsworth make a difference in the community;
* Reasonable travel and out of pocket expenses will be reimbursed in accordance with the Healthwatch Expenses Policy.

**Support provided:**

* Induction and support from a supervisor;
* Supervision will be proportionate to the volunteers’ time commitment, minimum of monthly for the first three months;
* All supervision will be recorded; a formal supervision session will be held annually with the supervisor.

If you are interested in this position, please email your CV and cover letter to [healthwatch@wandcareall.org.uk](mailto:healthwatch@wandcareall.org.uk), or call 020 8516 7767.

**We look forward to hearing from you!**

