



FEEDBACK AND ENGAGEMENT VOLUNTEER

Patient Experience

Location

Home based

Reports to

Patient Experience Team

Accountable to

Voluntary Services Team Manager

Time Commitment

Variable but approximately 1 hour per month

PERSONAL REQUIREMENTS

- To have excellent literacy skills
- To have a broad interest in health
- To have basic computer skills - be able to use email and open attachments, as well as being able to join a MS Teams meeting



MAIN TASKS

- To attend Feedback and Engagement Events, and/or focus groups. These take place on an ad-hoc basis. The purpose of the groups is to provide feedback and discussion on Health Board initiatives, services, patient information etc.
- These usually take place via Microsoft Teams.

TRAINING AND SUPPORT

Volunteers will need to undertake relevant Cardiff and Vale University Health Board Training and Induction. Training needs will be identified through the supervision process and met through Cardiff and Vale UHB Training Programmes.

BENEFITS TO THE VOLUNTEER

This role offers:

- Satisfaction of assisting others and providing an invaluable service to the Health Board and community
- An opportunity to develop personal skills and experience

PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures	x	
Experience of working in a health care setting		x
Good level of IT skills including MS TEAMS	x	
Ability to speak Welsh		x
Ability to work on own initiative and as part of a team	x	
Available to volunteer on an ad-hoc basis, usually 1 hour per month	x	

Volunteers will be treated inclusively by the Patient Experience Team and will be offered ongoing supervision and guidance.