



Volunteer role description – Healthcare Improvement Scotland

About Healthcare Improvement Scotland (HIS)

HIS is part of the NHS in Scotland. Our job is to make sure that everyone in Scotland has the best possible health and care. To do this we need to hear from a broad range of people about their different experiences of health and social care. This will help make sure our work really does make care better for everyone.

The People's Experience Volunteer role is a brand new role in HIS. It is one way that we hope to better hear people's views in our work.

HIS has a very broad programme of work. All of it aims to improve care and includes:

- supporting people and communities to be engaged in shaping health and care services
- carrying out inspections of health and social care services
- supporting changes to make services better, and
- gathering and sharing information that helps people get the most from the services they use and helps to make services better.

Role title	People's Experience Volunteer
Summary of the role	You will help us include people's different experiences of health and care to make sure that public views are better represented in our work.
How you will be taking part	<p>You will be asked to give us your feedback on specific questions about health and care.</p> <p>For example you will have opportunities to:</p> <ul style="list-style-type: none"> • share your views on some of our ideas, improvements and work programmes to give us a better idea of what is important to people in your area • help us find out how people read and understand our reports, websites or information about health and care • work with us when we are thinking about how to engage with people across Scotland on a topic or a change. You can help us shape and test our questions, test understanding of the topic and discover what is most important to people.
Who do we hope to hear from?	You don't need any specific skills, just an interest in making health and care better for everyone. We will consider what you say and what it means for our work. All your feedback will be anonymised and we will make sure that it isn't shared in a way that could identify you.

<p>When and where</p>	<p>We are looking for around 3-6 volunteers in each Health Board area in Scotland.</p> <p>The time commitment will be no more than half a day a month. Ideally we would like volunteers to be involved throughout our first year in each area, to help us get established.</p> <p>How you take part might vary depending on the activity and your personal circumstances. Activities may be face-to-face, online or by telephone.</p>
<p>Support offered</p>	<p>We will talk to you about how you would like to be contacted by us to give us your views. We will ask you about any requirements you have so we can support you to take part. For example if you usually have support from personal assistants or interpreters.</p> <p>If we are meeting face-to-face we will use accessible meeting places and cover travel and support expenses that you may have, according to the rules set out in our expenses policy.</p> <p>We will provide you with introductory information about HIS, what it does and what your role will be so that you are able to take part.</p>
<p>What you could get out of it</p>	<p>Volunteering has been shown to have a positive effect on volunteers. Volunteering in this role may give you a sense of purpose or may help you gain confidence and new knowledge.</p> <p>As a volunteer with us you can help improve the health and care experience of people receiving care in Scotland.</p> <p>This role may also give you opportunities to meet other volunteers in your own or other areas and be part of a community of volunteers within HIS.</p>

Other relevant information	<p>HIS is seeking to recruit volunteers with a range of different experiences and identities. We are particularly keen to involve disabled people, people who are black, Asian or from a minority ethnic group and people who are living on low incomes as we know that any of these things can cause differences in people's health. It is important to us that we are able to listen to a broad range of people to hear about their different experiences of health and care.</p> <p>You can find out more about HIS at this link: https://www.healthcareimprovementscotland.org/</p> <p>You can find out more about volunteering with HIS at this link: https://www.hisengage.scot/equipping-professionals/volunteering-in-nhs-scotland/case-studies/</p>
What to do if you're interested	<p>If you would like to find out more please email us at his.contactpublicinvolvement@nhs.scot and we will put you in touch with Engagement Office colleagues in your area who will be supporting our People's Experience Volunteers. They will be pleased to hear from you and tell you more about volunteering with us.</p>