



**DOROTHY HOUSE USER ADVISORY GROUP  
VOLUNTEER USER ADVISORY GROUP MEMBER  
ROLE DESCRIPTION**

Our Volunteer User Advisory Group Members are passionate about helping to develop our health and social care projects. They will make up a group which supports involvement in service development and quality monitoring of Dorothy House Hospice Care Services.

Dorothy House supports people with a life-limiting illness across a large geographical area which includes Bath and north east Somerset, part of Wiltshire and part of Somerset and group members can come from anywhere within these areas. This is a rewarding and specialist volunteering role for people who have an interest in end of life care who are able to participate in open and honest group discussions.

**What does this role involve?**

- Attending an induction and training session relevant to the role;
- Participating in planning of the group meetings;
- Travelling to and attending 12 User Advisory group Meetings ;
- Participating in honest and open group discussions supported by the group facilitator;
- Talking to and gathering views of the public and reporting these back to the group;
- Observing services and make impartial comments based on a standard pre-set survey;
- Contributing to written reports about the outcomes of the group;
- Reviewing surveys and gathering information as required by the group;
- Conducting basic research with guidance from Healthwatch Wiltshire;

**The ideal person for this role:**

- ✓ Is passionate about improving local health and social care services;
- ✓ Has an interest in services for people with life-limiting illnesses;
- ✓ Is able to talk openly about their views and experiences;
- ✓ Has good listening and communication skills;
- ✓ Is flexible and reliable
- ✓ Is non-judgemental and committed to equal opportunities;
- ✓ Has basic literacy skills (e.g. can take notes);

- ✓ Is willing to ask for support when needed;
- ✓ Is able to travel to the meetings at Dorothy House at Trowbridge and Peasedown St John

### How much time is involved?

This role will involve regular travel and attendance at the induction and training session and User Advisory Group Meetings. There will usually be one meeting each month and they are expected to last about 2 hours. Ideally our User Advisory Group Member Volunteers should be able to make a regular commitment to attend these groups. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.

### Benefits of volunteering:

- A chance to learn new skills and an opportunity to meet like-minded people;
- Training and personal development opportunities;
- A useful stepping stone into potential future employment;
- An opportunity to 'give something back' and provide useful input into health and social care services in Wiltshire;
- Routine and structure;
- Improved health and wellbeing;
- Developing useful connections and building good relationships with people in your local community;
- Take part in activities, events and treats alongside other Healthwatch Wiltshire volunteers and staff;
- Individual recognition for outstanding performance in a volunteering role;
- A dedicated Project Officer to support you.

### Important information about this role:

Being a member of the Dorothy House User Advisory Group is an important and sensitive role that may bring you into direct contact with carers, service users, staff and members of the public. As a result, all Dorothy House User Advisory Group members will be asked to:

- Participate in 'Enter and View' training;
- Undergo a DBS clearance check (Disclosure and Barring Service);
- Agree to be guided by Healthwatch Wiltshire staff and the [Nolan Principles of public life](#).

### How to apply:

You can apply for this role either by filling out our online application form or by completing a paper copy of the form which you can download from our website: [www.healthwatchwiltshire.co.uk/volunteering](http://www.healthwatchwiltshire.co.uk/volunteering)

Want to talk to us about this volunteering role? If you have any questions or you would like to find out more, please call us on 01225 434218 or email [info@healthwatchwiltshire.co.uk](mailto:info@healthwatchwiltshire.co.uk)