



Volunteer role: **Service User Experience Volunteer**

Based at: Trust wide

Days/times: Negotiable

Volunteer Supervisor: Acting Associate Director of People Participation

The role: To support the trust in obtaining feedback from service users and carers regarding the experience that they have whilst attending Sussex Partnership NHS Foundation services. Feedback is collected primarily on paper surveys and in the waiting areas of trust premises

Benefits of this role

To the trust – we have reliable information about service users and carer's preferences and priorities to guide our service improvement work

To the volunteer – we hope this role will help people build their confidence and develop or refresh their interpersonal skills.

Background:

Duties:

1. Approaching service users and carers to see if they will take part in a patient experience survey.
2. Supporting patients, service users and carers in taking part in a patient experience survey and where required explaining questions or listening to concerns.
3. To check in with your supervisor before and after a volunteer session to discuss any priorities updates and issues that have arisen
4. To undergo training as required.



Person Specification

Service User Experience Volunteer – Trust wide

Essential

- Aged 18 or over
- Able to commit reliably to at least 2 hours a week
- Well presented, with a friendly and approachable manner and good verbal communication skills
- Good written skills
- An ability to relate well to people on a one to one basis and be sympathetic to others' situations
- An ability to be patient and calm even in the face of difficult situations
- An ability to act on own initiative within the role description
- A willingness to be flexible and to follow the guidance of a placement supervisor
- A commitment to the trust's equal opportunities and diversity policies
- A willingness to abide by the Sussex Partnership volunteer guidelines, including rules on confidentiality, health and safety, safeguarding adults and children and manual handling
- To be willing to receive training any areas as appropriate to the volunteer role