

Online Engagement Volunteer Role Description

Role title:	Online Engagement Volunteer
Who we are: What we do:	Healthwatch's Lancashire and Blackpool exists to give people a say in health and social care services provided for adults and children in Lancashire and Blackpool to bring about improvements in those services.
What Healthwatch will do:	Healthwatch's Lancashire and Blackpool engages with members of the public through social media and their dedicated websites to an audience of more than 8,000 web visitors.
Why we want you:	We're looking for someone with a passion for all things 'online' to help develop and increase our engagement with members of the public through our social media platforms. You'll have the opportunity to be creative, make an impact and gain some valuable experience.
Commitment:	<p>The Online Engagement Volunteer will work closely with the Communications Officer and liaise with the wider team on a weekly basis to complete a series of online engagement tasks.</p> <p>The tasks that the volunteer will undertake include;</p> <ul style="list-style-type: none"> • Social media posts in line with the Healthwatch's Lancashire and Blackpool communication strategy • Engaging with social media users with queries and complaints • Writing and uploading website copy • Assist with basic design and Photoshop work • Increase website traffic and social media engagement statistics
Time Commitment:	We're looking for the Online Engagement Volunteer to commit half a day every week and must be willing to commit to a minimum of 12 months.
Requirements:	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • IT skills are required • A keen eye for detail • An interest in marketing, communications and/or design would be beneficial but not essential • Knowledge of/interest in health and social care (preferable) • Interest in ensuring services are run well and service users are treated with dignity and respect • Ability to engage in a friendly, professional manner with service users and health and social care professionals • Abide by Healthwatch Lancashire Code of Conduct, Safeguarding and Equality and Diversity policies

	<ul style="list-style-type: none">• Willingness to undergo Disclosure and Barring Service (DBS) check
What's in it for you:	<p>You will:</p> <ul style="list-style-type: none">• Help to make an improvement to health and social care services• Develop your employability skills• Develop new networking opportunities• Have a significant impact within a growing organisation• Get involved in the local community• Work in a skilled and professional environment• Uniform provided
For more information, contact:	<p>Tel: 01524 239100 Email: volunteering@healthwatchlancashire.co.uk</p>