

## Role description for Accessible Information Standard Mystery Shopper Role

**Role title:** Accessible Information Mystery Shopper

**Reports to:** Volunteer and Project Manager

### Description of Healthwatch Islington

Healthwatch will give people a powerful voice locally and nationally. At a local level, Healthwatch Islington will work to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Healthwatch Islington is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

### Description of the Accessible Information Standard:

The Accessible Information Standard came into effect on the 31<sup>st</sup> of July 2016. The aim of the accessible information standard is to make sure that people who have a disability, impairment or sensory loss get information that they can access and understand, and any communication support that they need. The accessible information standard tells organisations how they should ensure that patients, service users, and their carer's and parents, can access and understand the information they are given. This includes making sure that people get information in different formats if they need it, for example in large print, braille, easy read or via email.

### Healthwatch Islington's objectives are to:

Healthwatch Islington will improve the experience of residents using health and social care services in Islington by:

- Trying to influence local health and social care based on evidence collected from the local community;
- Providing information to local people about health and care services;
- Being the local consumer champion;
- Visiting local services power to observe and assess the quality of publicly funded health and social care services.

### The role of the Healthwatch Accessible Information Mystery Shopper is to:

- Observe the quality of publicly funded health and social care services by visiting or contacting various services and acting as a service user.
- Accurately record findings and report them to the Volunteer and Projects Manager.



- Travel to various places across the borough.
- Adhere to Healthwatch Islington's Code of Conduct.
- Participate in supervision meetings with the Volunteer and Projects Manager.
- Maintain confidentiality in accordance to our confidentiality policy.

### **Personal specification for Healthwatch Accessible Information Mystery Shopper:**

- Good verbal and written communicational skills.
- Have the confidence and ability to observe, and objectively evaluate health and social care services.
- Ability to accurately record findings in writing.
- Understanding of the importance of confidentiality.
- Ability to work alone or as part of a team.
- Willingness to travel to various places across Islington.
- An interest in local health and social care services or an understanding of communication needs would be an advantage.

### **Training and Support:**

Full training will be provided in late January/ early February 2018. Mystery Shoppers will also shadow the Volunteer and Project Manager and our experienced volunteers until they are confident in their role.

### **Time commitment required:**

A minimum of 3 hours per week with a commitment for the length of the project (usually 3-6 months).  
Specific days and times to be discussed.

### **Recruitment Method:**

All applicants should complete and return the Healthwatch Islington Volunteer Application Form by email or post to:

Jeni Kent  
Volunteer and Project Manager, Healthwatch Islington.  
[jennifer.kent@healthwatchislington.co.uk](mailto:jennifer.kent@healthwatchislington.co.uk)  
0207 832 5821  
200a Pentonville Road, Islington, London, N1 9JP.

If you have any queries about the role or application process, please do not hesitate to call or email Jeni Kent for further information.

Thank you for expressing your interest in joining Healthwatch Islington's team.

