

Arthritis UK

Volunteer Role Profile

Patient Voice Volunteer

Time Commitment: Flexible depending on your availability and the type of opportunities you choose to get involved with

Staff Contact: Professional Engagement Manager

How you will make a difference

There are two different types of Patient Voice projects, detailed below and you can be involved in either or both types of projects. In both the educational and quality improvement settings you will be representing Arthritis UK.

- **Education and Training:** Patient Voice interaction with healthcare professionals, to improve their understanding and empathy with what it is like to live with an MSK condition and/or chronic pain.
- **Service and Quality Improvement:** Patient Voice representation in Health Service design/improvement, service user testing, patient information initiatives.

What you will be doing

- Communicating your experience of living with your condition(s) with a range of healthcare professional audiences. This will include talking about your diagnosis, self-management, treatment, the impact on your work and relationships
- Meeting external personnel, such as university staff, medical students, healthcare professionals and service managers, depending on the type of project you are involved in
- Taking part in the co-design of sessions
- Reviewing the design of patient documentation i.e. referral/registration forms
- Reviewing and providing feedback to health service providers about their musculoskeletal care services.

Where you will be doing it

- Online sessions using Microsoft Teams or Zoom
- Occasional face-to-face meetings/sessions.

Who we are looking for

- Someone who is self-aware – you will provide the level of input that you are comfortable with and is appropriate to the situation
- Caring, sensitive, and empathetic to people from all backgrounds
- Good communication skills
- Good IT skills with reliable internet access
- Reliable and committed
- Willing to complete training and work as part of a team
- 18 years or over
- Ability to maintain professional boundaries (detailed separately).

What you will get in return

- Training and induction to prepare you for your role, plus access to wider training opportunities
- Access to ongoing training, resources and support
- Reimbursement of reasonable expenses
- Feedback on the contribution you are making to improving musculoskeletal services and outcomes for people living with arthritis.

Important Information

Arthritis UK is committed to protecting children, young people, and vulnerable adults from harm. As part of our recruitment process, we follow safer recruitment practices and carry out the necessary checks to ensure candidates are suitable to volunteer with these groups. Completion of safeguarding training will also be required at the start of your volunteering.

For this role, our safer recruitment procedures include:

- An informal chat to discuss the role, get to know you and understand your motivations for volunteering
- Two references
- Photo identification.

Ready to join us?

We'd love to hear from you!

Let's **make a difference together.**



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