

## Mystery Shopper Volunteer Role Description

Healthwatch Derbyshire's (HWD) Mystery Shoppers help to raise the quality of services provided in the health and social care sector by experiencing and evaluating relevant services whilst acting as potential customers, and reporting their experiences back to HWD in a detailed and objective way.

### Key Tasks

- To conduct mystery shopping tasks within selected health and social care services within Derbyshire.
- To observe and experience the quality of health and social care services by visiting or contacting these services whilst acting as a service user.
- By acting as a mystery shopper you will evaluate the experience received by customers.
- Navigate service websites in order to assess the ease of looking for service information.
- Accurately recording the findings and report them back to HWD.

### Relevant Skills, Competencies and Experience

- Be resident in Derbyshire with sufficient time to give to the role.
- Be able to travel around the local area if required.
- Have an awareness of, or personal interest in, health and/or social care services.
- Have an interest in improving health and social care services locally.
- Have a good understanding of confidentiality.
- Be able to follow guidance and instructions.
- Be able work on own initiative and equally as a member of a team.
- Ability to communicate effectively with a range of people.
- Ability to be objective and observant.
- Good written and verbal skills.
- Legible handwriting.

### What support will you be given?

- A full induction to the organisation and the role.
- Full training to prepare you for all aspects of your role and on-going training.
- On-going support with an allocated person from HWD.
- Regular volunteer meetings.
- Opportunities to become involved in other HWD activities.

## **What are the benefits of being a Mystery Shopper Volunteer?**

- Increase your confidence and develop new skills including communication skills.
- Free training.
- Knowing that your skills and experience are contributing to the improvement of health and social care services.
- Experience of working with health and social care organisations.
- Knowledge and understanding of how health and social care services are planned, delivered and commissioned.
- References to add to your CV.
- Being part of a team of volunteers and meeting new people.
- Being part of an organisation that is championing the rights of health and social care consumers.

**... and you will be a valued part of HWD, in helping us to become an influential and effective patient and public voice.**