

Authorised 'Enter and View' Volunteer Representative

Healthwatch Wiltshire has a statutory power that allows us to 'Enter and View' publicly funded health and social care premises to speak to people about their experiences. These visits are usually announced in advance but they can also be unannounced if we hear things are not going well.

Our 'Enter and View' Volunteer Representatives help us to conduct these visits and spend time talking to patients, carers and relatives and helping us report back on what we have found. This is a rewarding and specialist volunteering role for a confident, empathic and assertive person who enjoys interacting with members of the public.

Our Authorised 'Enter and View' Volunteer Representatives might also like to represent us as a Local Healthwatch Volunteers in addition to this role.

What does this role involve?

- Participate in planning and review meetings for 'Enter and View' visits;
- As part of a team, 'Enter and View' health and social care premises (e.g. hospitals, care homes) whilst services are being delivered;
- Talking to and gathering views of the public and reporting this back to us;
- Observe services and make impartial comments based on a standard pre-set survey;
- Contribute to a written report about what you observed and which includes any positive and/or negative feedback;
- Develop a knowledge and understanding of the Care Quality Commission (CQC).

The ideal person for this role:

- ✓ Is passionate about improving local health and social care services;
- ✓ Enjoys meeting with and talking to members of the public;
- ✓ Has good listening and communication skills;
- ✓ Is non-judgemental and committed to equal opportunities;
- ✓ Has internet access, basic computer skills and basic literacy skills;
- ✓ Has the ability to empathise and engage with people and support them to share their views in formal or informal settings;
- ✓ Is able to separate their own experiences from other people's issues and to faithfully present the views of the people they represent;
- ✓ Is willing to ask for support when needed;
- ✓ Is able to present information to an audience;
- ✓ Is able to drive and has their own vehicle;

How much time is involved?

Our volunteering roles are flexible and fit around your schedule. Ideally our 'Enter and View' Volunteer Representatives should be able to make a regular commitment to the role. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.

The time commitment is likely to vary depending on the location and type of visit(s) being conducted. Volunteers that take part in a visit will also be asked to support with pre-visit preparations and help to report the findings once the visit has taken place.

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Benefits of volunteering:

- A chance to learn new skills and an opportunity to meet like-minded people
- Training and personal development opportunities;
- A useful stepping stone into potential future employment;
- An opportunity to 'give something back' and provide useful input into health and social care services in Wiltshire;
- Routine and structure;
- Improved health and wellbeing;
- Developing useful connections and building good relationships with people in your local community;
- Take part in activities, events and treats alongside our paid staff;
- Individual recognition for outstanding performance in a volunteering role;
- A dedicated volunteer and engagement team to support you;
- Access to our Volunteer Portal with information to support you in your role including our 'Enter and View' policy.

Important information about this role:

Being a member of the Enter and View team is an important and sensitive role that will bring you into direct contact with parents, residents, carers, service users, staff and members of the public. As a result, all Authorised 'Enter and View' Volunteer Representatives will be asked to:

- Participate in 'Enter and View' training;
- Undergo a DBS clearance check (Disclosure and Barring Service);
- Provide us with contact details for 2 referees using the volunteer reference contact details form;
- Read and sign the Healthwatch Wiltshire Code of Conduct;
- Agree to have their name on the list of Authorised 'Enter and View' Representatives on our website;

- Participate on the understanding that ‘Enter and View’ visits are not inspections; rather they are conducted on the basis of trained lay people observing services and reporting back positive and negative feedback to Healthwatch Wiltshire;
- Observe and engage without causing a disruption to treatment or care during ‘Enter and View’ visits;
- You agree to be guided by Healthwatch Wiltshire staff and the [Nolan Principles of public life](#).

How to apply:

You can apply for this role either by filling out our online application form or by completing a paper copy of the form which you can download from our website: www.healthwatchwiltshire.co.uk/volunteering

Want to talk to us about this volunteering role? If you have any questions or you would like to find out more, please call us on 01225 434218 or email info@healthwatchwiltshire.co.uk