

Enter and View Authorised Representative

The purpose of this volunteer role is to go into local health and care premises to look at the services they provide. This is part of our statutory “Duty to Enter & View”. This means we have a legal right to visit places that provide publicly funded health or care services.

We will provide you with the essential training needed to undertake this role.

Main Tasks

- 👤 You will work with other Authorised Representatives to help plan the Enter and View visits.
- 👤 You will go into health and social care premises to see and hear how services are provided.
- 👤 You will talk to people who use the services, their relatives, friends and staff, to find out about their experiences.
- 👤 You will help to gather the findings of the visit into a report, including developing recommendations.
- 👤 You can help to assess the Enter and View process to improve how we plan and undertake future visits.
- 👤 You could help us to feed into the strategic decision-making process by looking at the results of the recommendations from all of the visits.

Skills and Experiences

You will need:

- 👤 To feel confident and comfortable talking to people who may have a difficult story to share.
- 👤 Good listening and observational skills.
- 👤 Good recording skills.
- 👤 Awareness of confidentiality.
- 👤 Ability to work within given boundaries.
- 👤 Ability to work within a team.
- 👤 Flexible, reliable and trustworthy.
- 👤 To be non-judgemental and respectful to others.
- 👤 To be committed to promoting equality and diversity.

When

Each Enter and View visit may take up to 4 hours, including a pre-visit meet with other team members. These are arranged at different dates and times.

Training and planning meetings will be arranged to suit the availability of team members.

Where

This volunteering role will take place at different health and care premises in Cambridgeshire or Peterborough. We will talk to you and find out where you are happy travelling to.

What support will we give you

We will offer you an induction training session that will include:

- an introduction to Healthwatch
- Enter and View specific for example: confidentiality, data protection, communications
- our policies and procedures such as health & safety, safeguarding, etc
- safeguarding

You will have ongoing support from our team and will meet regularly with them and other Enter and View Authorised Representatives.

Pre-agreed out of pocket expenses will be paid.

What can you get out of this volunteering role?

The opportunity to

- Meet new people and find out about their experiences of health and social care services.
- Visit health and social care premises and talk with service users, residents, patients and carers.
- To work in a team with other Authorised Representatives.
- To help improve care services for local people.
- To learn or improve skills that could be a stepping stone into employment or training opportunities.
- To receive a reference for those who have completed a volunteering project or taken part in other events for a period of 3 months or more.

How to apply

Please complete a volunteer application form telling us why you would like to volunteer with us and why you would be good at this role.

To help us decide if this is the right opportunity for you, we will invite you to an informal meeting to find out more about you and talk about the role.

We will ask for references. You will need to apply for a DBS (Disclosure and Barring Service) check. This is free for volunteers and we will arrange this if you do not already have one.

An application pack is available on our websites at www.healthwatchcambridgeshire.co.uk or www.healthwatchpeterborough.co.uk

Alternatively, you can get a pack from our office:

Healthwatch Cambridgeshire and Peterborough
The Maple Centre, 6 Oak Tree Drive, Huntingdon, PE28 7HN

Call: 0330 3551285 (local call number)

Any questions?

You can get in touch with our Volunteer Manager, Heather Lord, to have a chat about this role before you apply. Call her via our office above, her mobile 0788 591 1147 or email her at heather.lord@healthwatchcambspboro.co.uk

Healthwatch Cambridgeshire and Healthwatch Peterborough are managed jointly and work together as one organisation.