



## Volunteer Role Description

Role Title:	Enter & View Authorised Representative
Location:	Various locations across East Riding
Expected Commitment:	The total time commitment required depends on the nature of the current Healthwatch workplan plan and the number of authorised representatives appointed. However, for each visit an authorised representative is likely to be required to commit to 2-3 days in total to allow for preparation and research, the visit itself and supporting the Healthwatch staff in writing up findings. Visits themselves should last between 2 to 4 hours.
Accountable to:	Healthwatch Delivery Manager

### Purpose of the role

To assist Healthwatch East Riding of Yorkshire (HWERY) to gather information by undertaking Enter & View visits to Health and Social Care premises. Enter and view is not an inspection but instead involves authorised representatives entering settings where health and social care services are conducted, talking to patients, their families/carers and also staff in order to find out their views and experiences and to observe how well services are being delivered.

- Healthwatch volunteers carry out visits to health and social care services in our district.
- Enter and View visits can happen if people tell us there is a problem with a service.
- They can also happen when services have a good reputation - so we can learn about and share examples of what they do well.
- Any **publicly funded** service can be visited like care homes, hospitals, GPs and dentists.
- Enter and View visits will be determined by the HWERY Delivery Manager who will also set out the purpose of the visit and the outcomes desired. Enter and View representatives will then be involved in the preparation of the visit and reporting on the outcomes, working under the direction of the staff team. Visits will always be undertaken as part of a team comprising at least two members and all information collected is strictly confidential.





### **Main tasks may include:**

- Undertaking Enter and View training delivered by HWERY staff team as and when required
- Undertaking any other specialist Health and Social care related training that is considered necessary to the carrying out of your role by the HWERY staff team.
- Reading information provided before the Enter & View visit and ensuring you are clear about the purpose of the visit.
- Visiting health and social care premises to find out how services are provided
- Speaking with the Home/Service Manager or their representative and collecting information and evidence at the point of service delivery.
- Collecting the views of service users (patients and residents), and their carers' and relatives.
- Reporting findings in an evidenced-based and strictly factual format, e.g. “the floor was sticky and there was an odour of urine”, rather than “the home was dirty and smelly”.
- Reporting back to the staff team the findings of the visit (usually via a written report), and clarifying with the staff team any inconsistencies, ensuring it is a true reflection of what was observed in the visit and that the report is relevant to the underlying purpose of the visit.
- Contributing to the formation of insights and recommendations for inclusion in Enter and View Reports
- Following all of HWERY policies and procedures.
- Participating in and contributing to team meetings.
- Sharing with other team members' previous experience, skills and knowledge, which may be relevant to the team in providing its service.
- Being supportive, respectful and empathetic to colleagues and service users.
- Always being prepared to be an ambassador for HWERY in whatever capacity you find yourself, hence ensure your actions and attitude are always presented professionally.

### **Volunteers will receive:**

- Reimbursement of reasonable out of pocket travel expenses (receipts required)
- Training to be able to carry out the tasks
- Support and supervision

### **Skills and Qualities Required**

- Ability to communicate effectively both verbally and in written format
- Good listening skills and ability to put people at their ease
- Ability to write reports in plain English, write succinctly, give evidence based feedback and make clear recommendations.
- Have the confidence to use own initiative, be pro-active and to work as part of a team





- Ability to engage with people from a variety of backgrounds, and work with and on behalf of people from all backgrounds in a polite, positive and supportive manner
- Able to analyse and interpret data
- A commitment to equality and diversity
- Ability to prioritise work load, and meet agreed deadlines
- Ability to act professionally and maintain confidentiality at all times
- Respect the organisation's policies & procedures

#### **Qualifications Required:**

- No formal qualifications needed

#### **Contact details**

To apply for this position or for any questions relating to volunteering with Healthwatch East Riding of Yorkshire, please contact:

Caroline Frost  
Healthwatch East Riding Administrative Assistant  
Freepost RTEX-JUJY-LTUR  
Brough Business Centre  
Skillings Lane  
Brough  
HU15 1EN

Tel: 01482 665684

Email: [cfrost@healthwatcheastridingofyorkshire.co.uk](mailto:cfrost@healthwatcheastridingofyorkshire.co.uk)

Web: [www.healthwatcheastridingofyorkshire.co.uk](http://www.healthwatcheastridingofyorkshire.co.uk)





## **General Information for all Healthwatch Volunteers**

### **Recruitment method**

To become a Healthwatch volunteer you will be asked to complete an application/joining form and provide references. Due to the nature of your role, you may be required to undergo a Disclosure and Barring check.

You will complete an introduction package and receive training relevant to your role. You will only be able to begin your volunteering once we have completed the necessary checks relevant to your role (which for some roles will include employment history).

### **Disclosure and Barring Service (DBS) Checks**

Confirmation of your appointment will be subject to the receipt of a satisfactory DBS check if, during the course of your role, you are likely to carry out tasks with, or in supervision of, children or vulnerable adults.

### **Probationary period**

Final confirmation of your appointment to this role is subject to a maximum six-month probationary period.

### **Ongoing training**

All our volunteers are provided with the necessary training to enable them to carry out their role.

Healthwatch actively encourages and invests in the development of our volunteer team. As new training becomes available you will have the opportunity to increase your skills and access training which relates to your role within the organisation.

Course dates are available from your supervisor.

### **Confidentiality**

All information concerning volunteers, employees and service users of Healthwatch shall be treated as strictly confidential at all times.





## **Equal Opportunities**

It is the aim of Healthwatch to ensure that no one receives less favourable treatment on the grounds of age, sex, race, colour, religion, marital status, sexuality or disability; or, is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Everyone shall adhere to our equal opportunities policy and ensure that diversity is valued throughout Healthwatch.

## **Health & Safety**

We aim to provide a safe environment for all our volunteers. We will therefore make you aware of your responsibilities under the Health and Safety at Work Act 1974, and to ensure that agreed safety procedures are carried out and to maintain a safe environment for volunteers, employees or visitors.

## **Data Protection**

If you have contact with data systems, computerised or otherwise, you are required to obtain, process and/or use the information in a fair and lawful way; to hold data only for the specific registered purpose; and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

## **Expenses**

Your volunteering for Healthwatch should not cost you anything. We will reimburse all legitimate out of pocket expenses incurred during your volunteering with us. Please see our separate volunteering expenses policy and discuss to your supervisor to confirm what expenses you can claim.

## **Review of this description**

This role description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of Healthwatch. This role description is to be reviewed in conjunction with the volunteer on an annual basis as part of the support and supervision process. It is expected that the volunteer will be as positive and flexible as possible using this document as a framework.

