

Enter & View Volunteer

Role Description

Purpose of role

As an enter and view volunteer, you are an authorised representative of Healthwatch West Berkshire, who will participate in enter and view visits. Enter and view visits are conducted by a small group of trained volunteers and staff of Healthwatch West Berkshire, who visit health and social care services to observe and assess the service being provided; write a group report with recommendations for improvements, which become a public document; and a follow up suggested recommendations where necessary.

Duties & Responsibilities

- Prepare for a visit by researching and reading back ground information about the service being visited (for example, CQC report, website)
- To take part in the visit looking at all aspects of the service provided, observing and noting relevant information, talking to staff, relatives and service users about the service. Visits are always undertaken as apart of a team comprising of at least three members, one of whom will take the role as team leader.
- To contribute to the written report that is produced after the visit
- To take part in follow up visits, after an initial visit has taken place, where significant recommendations were made
- To undertake full training in the Enter and View programme

Skills/Experience/Knowledge

- Be a resident of West Berkshire with sufficient time to give to the role and over 18 years old.
- Some knowledge and understanding of health and social care provision. This could be through working in a particular service area or a general understanding/experience as a carer or service user, or from an interest in this area
- Good communication skills and ability to talk and listen to others from a range of back grounds.
- Good interpersonal skills and ability to work well within a team
- Good level of written English skills to contribute to report writing
- Basic IT Skills

- The ability to travel around West Berkshire
- Willingness to undergo an enhanced DBS background check
- Willingness to have your name published on the Healthwatch West Berkshire website as an authorised representative.

Training & Support

- Full Enter & View Training programme
- Free on-going training opportunities
- Support from allocated Healthwatch West Berkshire staff
- Regular volunteer meetings
- Opportunities to become involved in other Healthwatch West Berkshire activities.

Time Commitment

The time commitment to the role will be flexible but ideally commitment of 1-2 days per month. We hope our Enter & View Volunteers can volunteer with us for at least 6 to 12 months.

Expenses

Associated expenses (public transport/mileage to and from a visit and car parking fees) will be reimbursed upon completion of a volunteer expenses form and submitted to Healthwatch West Berkshire together with relevant receipts/tickets within 2 months.

Benefits of being an Enter & View Volunteer?

- Knowing that your skills and experience are contributing to the improvement of local health and social care services
- Being part of a team of volunteers and meeting new people
- References to add to your CV
- Being part of an organisation that is championing the rights of health and social care consumers
- Gaining greater knowledge of the health and social care services in West Berkshire



.....and you will be a valued part of the Healthwatch West Berkshire team, in helping us to become an influential and effective patient and public voice.

If interested please visit www.healthwatchwestberks.org.uk or email contact@healthwatchwestberks.org.uk or call 01635 886 210

