

Volunteer Role Description

Enter & View

We are an independent champion for people who use health and social care services. Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We are here to find out what matters to them and help make sure that their views help shape the support they need.



“My involvement provided an opportunity for patients to tell their story. We gain an understanding of how health and social services can improve and this is welcomed by hospital.” Sue. Volunteer



Summary of Role - Enter & View

As a local Healthwatch, you would have the power to enter premises owned or controlled by health and social care providers. To observe the nature and quality of services, speak to patients, their families and carers and staff, and feedback your findings for us to report on.

Main Duties

- Visit health and social care provider premises
- Talk to patients, their families, carers and staff about the service they have received
- Report your interviews and observations to us
- Attend periodic meetings of Enter and View volunteers
- Comply with our policies and procedures.

Skills, Abilities and Experience

You should ideally have experience of:

- Working as part of a team
- Carrying out observations and/or assessing services objectively
- Communicating effectively with a diverse range of people
- Writing notes and/or providing constructive feedback.

You should be able to demonstrate:

- An ability to read and digest written materials
- An ability to leave aside one's own personal agenda
- An ability to maintain confidentiality
- Punctuality and reliability.

Not essential, but it would be helpful if you also had:

- A background in Health and Social Care Services
- Experience of working with vulnerable people
- Experience of conducting public surveys

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What Healthwatch Brighton and Hove offers you

- The chance to improve health and social care services in your local community
- Valuable practical experience of the health and social care sector
- Full training as well as regular opportunities for further training
- Reimbursement of all out-of-pocket expenses
- A reference after six months of service.

Commitment

We ask that you commit to **six months** of volunteering - days/time can be flexible.

Criminal Record Check

Because of the nature of this role a Standard DBS check is required.

If you'd like to know more about the role or have any questions, then please call us on **01273 234 041** or email office@healthwatchbrightonandhove.co.uk.

To apply download our application form at:
www.healthwatchbrightonandhove.co.uk/volunteer/application-form

Healthwatch Brighton and Hove

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