

## Enter and View Volunteer Role Description

Interested in looking into health and social care services and ensuring they are fit for purpose?

Are you able to look at situations with fresh eyes and provide a solution-focused perspective?

**Enter and View volunteers will be trained in how to carry out this work and exercise their powers appropriately using guidelines as set down by the Department of Health!**

**The volunteer role consists of:**

- Undertake Enter & View training delivered by Healthwatch Barking and Dagenham
- Prepare for visits to health and social care services by researching and reading background information about the service being visited. (E.g. CQC Report, Website etc.)
- Visit health and social care premises to find out how services are delivered collecting the view of service users (patients and residents) at the point of service
- To take part in follow-up visits, after an initial visit has taken place

**Skills and Experience required:**

- Have a good understanding of confidentiality
- Be able to act professionally and represent Healthwatch Barking and Dagenham to a high standard
- Be able to follow guidance and instructions
- Be able to work in a team
- Reliable and good time keeping
- Good listening skills
- Good written and spoken English
- Empathy for others and a friendly personality

**How much time and when?**

The days and amount of time you give is flexible, you can discuss and agree these with the Healthwatch Volunteer Officer.

An introduction to Healthwatch will be given and reasonable out of pocket expenses paid.

**If you are interested, please contact Ruby Yip (Graduate Engagement and Project Assistant) for a volunteer application form.**

**Name:** Ruby Yip

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