

Role Description

Enter and View Authorised Representative

An Authorised Representative is a member of the Healthwatch Derbyshire team who participates in Enter and View activities on a voluntary basis. Enter and View visits are conducted by two or more trained volunteers who visit health and social care services to observe and assess the service being provided; write a report stating their findings from the evidence they collect, with suggestions for improvements which becomes a public document; and follow-up suggested recommendations where necessary.

Key Tasks

- To 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).
- 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.
- 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 take part in training sessions relevant to the Enter and View programme.
- To contribute to the development of the Enter and View programme.

Key Skills and Requirements for the Role

- Some knowledge and understanding of health and social care service 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.
- Commitment to improving the lives of others
- Good interpersonal skills with the ability to work within a team.
- Good communication skills and the ability to talk and listen to people from all walks of life.
- Understanding of the importance of confidentiality and ability to respect this at all times.
- Good written English skills to a level enabling contribution to report writing.
- Willingness to undergo training relevant to Enter and View.
- Able to commit at least 1 to 2 days every other month to volunteering in this role.

What would you gain?

- Free training relevant to the role will be provided.
- Use your skills and experience to contribute to the success of Healthwatch across Derbyshire.
- Experience of working with health and social care organisations.
- Knowledge and understanding of how health and social care services are planned, delivered and commissioned.
- References to add to your CV.
- Support from the HWD Staff.
- Be part of a team of volunteers (receive peer support as part of this) and meet new people.
- Increase your confidence and gain new skills including on-going development and training.
- Understanding of the functions of Healthwatch.

... and you will be ...

... a valued part of HWD, in helping us to become an influential and effective patient and public voice.