

## Volunteer Role: Enter and View Team

Reporting to: Volunteer Co-ordinator

### Description of Healthwatch Devon

Healthwatch gives people a powerful voice locally and nationally. At a local level, Healthwatch Devon works to help local people get the best out of their local health and social care services, whether it's improving them today or helping to shape them for tomorrow. Healthwatch Devon is all about local voices being able to influence the delivery and design of local services. Not just people who use them now, but anyone who might need to in future.

Healthwatch Devon's objectives are to:

- Improve the experience of residents using health and social care services in Devon
- Take part in decision making about local health and social care using primary and secondary evidence collected from local people to inform the process and hold services to account
- Provide information to local people about health and care services
- Be the local consumer champion
- Visit local services with powers to observe and assess the quality of publicly funded health and social care services.

The role of the Healthwatch Devon Volunteer is to:

- To contribute to the objectives of Healthwatch Devon.
- To enter and view publicly funded health and social care organisations and observe the standard of care given.
- To prepare for visits using an agreed schedule.
- To advocate for the voice of people who use services as part of the system of checks and balances which holds local health and care services to account.
- To record and impartially evaluate the quality of care observed.
- To inform Healthwatch Devon Head Office regarding required actions as a result of carrying out visits.
- To promote membership and participation in Healthwatch Devon.
- Individual volunteer placements may carry specific requirements which will be agreed with the partner organisation.

### Personal specification for Enter and View Volunteer:

- Confidence to act as an Ambassador in difficult situations.
- Willingness to encourage others to feed their views into Healthwatch Devon.
- A commitment to Equality and Diversity principles and practice.
- Ability to travel across the County to rural and urban care environments, with occasional conferences and workshops outside the County.
- Ability to work in a respectful and professional manner, understanding the importance of confidentiality.

### Time commitment:

Dependent on the demands placed on the Enter and View programme. Ideally you must also be willing to spend some time “networking” with groups and communities in your local area.

### How Healthwatch will support this volunteer role

**Reasonable expenses-** As this is a volunteering role you will be able to claim for subsistence while at events for Healthwatch Devon and travel expenses that you may incur getting to and from these events

**Training** - Healthwatch Devon is committed to help train you to enable you to carry out your role for us. There will be a number of modules that you must cover before you are able to conduct the Enter and View visits.

**Support and Supervision** - You will report to Healthwatch Devon’s Events and Volunteer Coordinator

Healthwatch Devon is a Charitable Incorporated Organisation (CIO) with a membership base. To continue in this role, you will need to become a member of Healthwatch Devon. Full details on how to go about this will be provided.

### How to apply

Please telephone Abby Read on 01392 248919 ext. 7115 to request an application form, or you can apply online at <https://www.healthwatchdevon.co.uk/volunteer>

You will need to become a member of Healthwatch Devon and provide 2 referees who can vouch for you. Unfortunately, references cannot be accepted from a spouse, partner, or other family member. Enter and View Team members will require a criminal records check.

NB: This role description is for an unpaid role with Healthwatch Devon and is not intended to form a contract of employment.