

Role Description

Authorised Representative Volunteer

Purpose of the role

Authorised Representatives are volunteers who carry out visits to NHS and social care services to see how they are delivered and gather information from people using the services.

To do the role you must successfully complete specific training meeting Healthwatch England good practice. A criminal record check is also required. Authorised Representatives need to be 18 years of age or older.

What is Healthwatch?

Healthwatch is the champion for people who use NHS and social care services in Coventry. We give local people a voice - making sure that experiences are heard by those who run, plan and regulate health and social care services. We are independent of services (such as hospitals and GPs) and decide our own programme of work.

Our volunteers enable us to gather the views and experiences of local people about local health and social care services. This enables us to produce reports which influence improvements in services and hold services to account. We could not do our work without our volunteers.

What is Enter and View?

Enter and View is the legal name given to visits to health and care service made by local Healthwatch. The visits are a method to find out peoples' experiences of services and to see how the services run. Enter and View visits are linked to a piece of work agreed by the Healthwatch Coventry Steering Group.

Visits may take place in a variety of health and social care settings eg hospitals, care homes, day centres, mental health facilities - any service which provides a health or social care service funded through the NHS or Coventry City Council.

Personal skills and qualities

We are looking for people who are interested in others and enjoy listening to people. You should have the following skills and qualities:

- Good listening skills
- Empathy with others and not judging people
- Able to ask questions as part of guided interviews
- Observant (we often record what we see happening as part of visits)
- Able to record information and produce write ups/reports
- A commitment to being inclusive and valuing diversity
- Work effectively with others in a small team
- Sensitivity when dealing with vulnerable people and confidential information

You will also need to:

- Prepare for Enter and View visits by carrying out some background reading
- Be comfortable explaining the role of Healthwatch to others
- Deal with confidential information sensitively and appropriately
- Follow Healthwatch policies and procedures
- Contribute to group meetings/discussions in a constructive way
- Be willing to travel independently across Coventry to access services
- Commit to your own learning and attend training, briefing and debriefs provided by Healthwatch Coventry in relation to Enter and View
- Treat people with dignity and respect at all times

What's in it for you?

Authorised Representatives have a key role within Healthwatch Coventry and a unique opportunity to gain experience of Health and Social care issues.

You will have the opportunity to develop new skills through training and increase your level of understanding regarding local services.

You can use your skills for the benefit of local people - helping people, to have a voice

You will be working with others helping to make sure health and social care services meet the needs of everyone.

Expenses and Training

Travel and out of pocket expenses related to the role can be claimed back.

Free training for the role will be given for the role.

You will be invited to Healthwatch events

How do you apply?

Contact the Healthwatch Coventry Volunteering Co-ordinator, by emailing yoursay@healthwatchcoventry.co.uk or calling **024 7622 0381 option 3**.