

## Authorised Representative Volunteer Role Description

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.

Successful completion of specific training courses meeting Healthwatch England good practice is required along with completion of a DBS (disclosure and barring Service) check for authorisation. 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. Our job is to argue for the interests of all who use health and social care services. 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.

### Why are volunteers important to Healthwatch?

Volunteers make a very important contribution to our work, they have a valuable role to play in carrying out activities which 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.

### Information about Enter and View

Enter and View is a process used to establish intelligence about a particular local service (health and social care) and provides an opportunity for Healthwatch representatives to gain experience of the service.

Visits may take place in a variety of health and social care settings to include: hospitals, care homes, nursing homes, day centres/provisions for adults who have mental health issues or learning disabilities or older people (any establishment which provides a health or social care service commissioned through the NHS or Coventry City Council).

All Authorised Representatives appointed will receive training required by Healthwatch Coventry free of charge.

## Personal Skills and Qualities

We are looking for people with the following skills and qualities:

- A good communicator
- Good listening skills
- Non judgemental attitude
- Empathic
- Well organised
- Report writing skills using good plain English
- A commitment to being inclusive and valuing diversity
- Commitment to carry out the role
- Work effectively within a team
- Observant
- Sensitivity when dealing with vulnerable people or confidential information

### You will also need to:

- prepare for Enter and View visits by carrying out some research and background reading e.g. CQC (Care Quality Commission) reports, website material
- deal with confidential information sensitively and appropriately
- contribute to group meetings/discussions in a constructive way
- be willing to travel independently across Coventry to access services
- be willing to commit to your own learning and attend training, briefing and debriefs provided by Healthwatch Coventry in relation to Enter and View work.
- work co-operatively and constructively for the benefit of all those concerned with health and social care across Coventry.
- treat people with dignity and respect at all times

## What's in it for you?

Healthwatch Coventry is all about making things better by enabling local people to have a voice, including vulnerable people. Authorised Representative have a key role within Healthwatch Coventry and a unique opportunity to gain experience of Health and Social care issues.

You will be working with others to make sure Healthwatch carries out its important role of enabling local people to influence how NHS and social care services are delivered. Sometimes a small change can make a big difference to peoples' experiences.

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

You will be supporting your local Healthwatch to be a critical friend to NHS and social care services and to become a strong independent voice for Coventry.

## 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.

## How do you apply?

Contact the Engagement and Volunteer Co-ordinator, Felicity Haines, by emailing [yoursay@healthwatchcoventry.co.uk](mailto:yoursay@healthwatchcoventry.co.uk) or calling 07595 612764

For more information visit our website at [www.healthwatchcoventry.co.uk/volunteer](http://www.healthwatchcoventry.co.uk/volunteer)

## Authorised Representative application process

