

Enter & View Assessor

Role outline and personal specification

We welcome volunteers from all backgrounds, faiths and communities, as well as with any disabilities, regardless of sexual orientation or gender identity.

Why we need you?

Healthwatch Enfield has statutory powers to visit a wide range of care settings such as hospitals, primary care services, care homes, adult residential units, and day centres to name a few, to listen to people's experiences of these services and to publish reports based on the visits.

As an Enter and View Assessor you will receive training to become Healthwatch Enfield's Authorised Representative to carry out the visits to local health and care services and to suggest improvements to these, as defined by service users.

What will you be doing?

As an Enter and View Assessor, you will be working with the team at Healthwatch Enfield to support our community outreach activities whilst also helping us to improve services by taking part in visits to health and care settings. This will involve:

- taking an active part in community outreach activities
- researching and reading background information about the service or organisation being visited
- taking part in briefing and de-briefing sessions
- collecting the views of patients, residents, service users, carers and relatives of patients and service users
- engaging with staff to talk about services they deliver
- carefully observing the nature and quality of services, making written records of observations and evidence and collating these
- contributing to the drafting of the report of the visit

This is a flexible role and time commitment will be agreed with you depending on your availability however our Enter & View Assessors need to be available during the day for 2-3 days per month in addition to providing feedback via email. We hope that volunteers will stay with us for at least a year after the initial training is provided.

What skills do you need?

We are looking for volunteers with a **desire to help improve other people's lives**, who are self-aware, **reliable** are objective, **consistent** and open minded. You will also need to be tactful and diplomatic in potentially challenging situations.

It is essential that our Enter & View assessors also have **excellent interpersonal skills** and the ability to communicate with people from all walks of life, are able to work as part of a team, **keen observational skills** the ability to **record information accurately in writing** and are **computer literate**.

If you have some **local knowledge of health and social care provision** either through personal or professional experience e.g. dementia awareness, this would be a bonus but it's not a requirement of the role.

What support we will give you?

Our Volunteer Co-ordinator will organise induction training, support and advice required for your role. This will include: health and safety, complying with Data Protection (GDPR), safeguarding vulnerable adults, dementia awareness training Enter and View training and information on the local health and care economy. We will also arrange for a Disclosure and Barring Service (DBS) check to be carried out if necessary as it is required for this role.

You will also be given a copy of our Induction Pack to refer to when you start your role.

All Healthwatch Enfield volunteers receive regular support and supervision from the volunteer co-ordinator.

What benefits do you get?

- The satisfaction of knowing that you are contributing to improvement of local health and care services so all those living and working in Enfield have a positive, person-centred experience accessing local Health and Social Care services getting the right support at the right time, in the right way
- Access to free training that will see you develop your skills and gain experience
- The enjoyment of meeting new people and working as part of a team
- Reimbursement of any agreed expenses in line with Healthwatch Enfield Volunteers Policy

Where will you be based?

You will be volunteering at various health and care services or from our offices at Community House, 311 Fore Street, London N9 0PZ

The relationship between Healthwatch Enfield and its volunteers is entirely voluntary and does not imply any contract.

Equal opportunities

It is the aim of Healthwatch Enfield to ensure that no applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, gender identity, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end Healthwatch Enfield has an Equal Opportunities Policy and it is for each employee to contribute to its success.

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