

Enter and View Volunteer

ROLE DESCRIPTION

Overview

An Enter and View Volunteer listens to people's experiences of health and care services, including people living in residential homes, to understand what is working well and what can be improved.

Why should you be a Enter and View Volunteer?

You'll be helping to make life better for people by using the insight we gather to make tangible differences to health and care services. You'll meet a wide range of people who rely on health and care services. You'll gain valuable experience which may support your job aspirations. You'll meet new people, be part of the Healthwatch team who act as the public champion for health and care in Tameside, and make a difference for your local community.

What will the role involve?

- You'll be part of a team which plans Enter and View visits, including speaking to service managers.
- You'll talk to people, including family members, carers and staff to get a full picture about how services are working
- You'll record these experiences and contribute to a report on what's working well and areas for improvement
- You'll support the Healthwatch staff who talk to service managers about the changes needed
- As part of a team, you'll check back to make sure the changes are making a difference

Personal specification/requirements

- Comfortable talking to people from a range of backgrounds, including about sensitive subjects that matter to them
- Balancing being warm and approachable whilst maintaining impartiality
- Ability to analyse information to find out what's working well or needs improvement
- Enjoyment and ability to work in a team

Disclosure and Barring Service (DBS) Check

This role involves working in a care home environment and is eligible for an Enhanced Disclosure DBS check.

How will we support you?

As well as the Healthwatch Tameside volunteer handbook, you will have regular contact with a member of the Healthwatch team, who will provide you with support and guidance throughout your time as a volunteer with us. You'll receive full training and be part of a team who'll make sure your volunteering experience is positive.

How much time is involved?

The Enter and View Team organise visits over several weeks. Each Enter and View visit lasts approximately 3-4 hours.

Volunteers commit to the date and times they are available for, there is no minimum or maximum number to commit to. We'll be as flexible as possible to fit around your availability.

How to apply

You can apply for this role either by calling us on 0161 667 2526 or by email at info@healthwatchtameside.co.uk You can also contact us on this number and email if you have any questions or you would like to find out more.

Please outline any accessibility requirements that you may have in the application form.

We look forward to hearing from you.