

Volunteer Role Description

Enter and View Authorised Representative

What is 'Enter and View'?

As a local Healthwatch, we have special legal powers to 'Enter and View' local health and social care services. This means we can enter and view (visit) all publicly funded health and social care services premises and speak to those using the services about their experiences.

What is an Enter and View Authorised Representative?

Authorised Representatives are specially trained volunteers who carry out Enter and View visits to NHS and social care services to see how they are delivered and gather feedback from people using those services.

What's involved?

- Collecting the views of health and care service users, patients or residents at the point of service delivery
- Listening to and collecting the views of carers and relatives of service users
- Observing and recording the nature and quality of services
- Travel across East Sussex

What you can expect

- Becoming part of a friendly and dedicated volunteering team
- Meeting people from all walks of life
- Using and building your communication skills
- New experiences and learning new things
- Free on-going training opportunities

This role will suit people who:

- Can approach people sensitively
- Are good listeners
- Are observant, discreet and professional
- Have a genuine desire to improve services

This role will require an enhanced Disclosure and Barring Check.

Extra information

Time commitment: Flexible days; approx 4hrs per month

Volunteer Manager: Riona Doidge, Volunteer and Community Liaison Manager

Staff Contact: Matthew Ryan, Senior Engagement Officer

Expenses: Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance.

Interested in applying?

Call us: 0333 101 4007

Email: Volunteer@escv.co.uk