



## **Volunteer Role Description - Role Title: Enter & View Volunteer**

Healthwatch Brent is the consumer champion for both health and social care. The aim of Healthwatch Brent will be to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

**Activities:** Healthwatch Brent will be making “Enter & View Inspection Visits” to health and social care premises within the borough. On these visits to hospitals and care homes they will be talking to staff, patients and clients; they have the right to inspect all aspects of the work. We need volunteers to be members of these teams.

**What you will asked to do:** Along with Healthwatch Brent staff, prepare for each visit, attend the premises, where you will speak to staff and patients, observe, ask questions, and raise issues. Afterwards you will discuss the visit as a group and may write up reports and engage in follow up work.

**You will be able to:** Read, write and speak English to a good standard. Ideally you will also be able to speak a community language.

- You will be able to communicate clearly in meetings, group settings as well as larger gatherings.
- You will be assertive.
- You will be a confident computer user.
- You will understand the need for confidentiality.
- You will adhere to the principles of Healthwatch Brent and follow their guidance.
- You will be able to attend venues around the borough.
- You will have an awareness of the health and social care system.
- Be able to deal with a wide range of people.
- Be willing to have an Enhanced DBS (Criminal record) check.

**It would suit someone who:** Who is studying or is interested in the health and social care system.

**How much time would you need to commit? :** At least 16 hours per month.

**What we will do for you:**

- Offer you initial, induction training and ongoing support around Healthwatch Brent in general and this project in particular.
- We will pay you previously agreed out of pocket expenses, (on production of receipts or other proof.)
- We will provide an identified worker who will direct you and access to a Volunteer Coordinator for any questions.
- We will be able to offer you a reference after 3 months volunteering.
- We hope to be able to offer you training opportunities and your volunteering may also be accredited formally.

For more information or a chat please contact Meena Thakur, by email [meena.thakur@healthwatchbrent.co.uk](mailto:meena.thakur@healthwatchbrent.co.uk) or telephone 0208 912 5832