

Role Title	<b>Enter and View</b>
Purpose of role	The law allows 'authorised representatives' of Healthwatch Isle of Wight to enter, view and observe health and social care services. The Enter and View function applies to health services for adults and children and social care for adults
Key activities	<ul style="list-style-type: none"> <li>• To observe the Volunteers Code of Conduct and the Nolan Principles</li> <li>• To organise, conduct and report on Enter and View activities</li> <li>• Keep up to date with developments within the Care Quality Commission</li> <li>• Review any recent Enter &amp; View activity and plan activity for the future</li> <li>• Attend any specialist Enter &amp; View training, annual Safeguarding training and other training updates as required</li> <li>• To tell people about Healthwatch outside of the group</li> <li>• To contribute to Healthwatch Isle of Wight communications</li> <li>• To provide Healthwatch Isle of Wight with information necessary to maintain accurate records</li> </ul>
Essential Skills/Qualifications/ Experience	<ul style="list-style-type: none"> <li>• Able to communicate effectively and establish a rapport with a wide range of people</li> <li>• An understanding of current Health and Social Care practices</li> </ul>
Desirable Skills/Qualifications/ Experience	<ul style="list-style-type: none"> <li>• A basic knowledge of quality assurance</li> <li>• A basic knowledge of safeguarding</li> <li>• An understanding of equality and diversity</li> <li>• An understanding of confidentiality</li> <li>• Team working</li> <li>• Report writing</li> <li>• Good observation skills</li> </ul> <p>Training is provided</p>
Practicalities	<ul style="list-style-type: none"> <li>• You will need to undergo an Enhanced Declaration and Barring Service check including adult and children barred checklist.</li> <li>• Members meet monthly for about 2 and a half hours</li> <li>• When on a visiting program this will be considerably much more</li> <li>• Need to be able to travel around the Island when involved with visits</li> <li>• Understand and adhere to the Volunteer Code of Conduct</li> <li>• Enter &amp; View representatives must undergo specialist training and Safeguarding training.</li> </ul>
Benefits for volunteers	<ul style="list-style-type: none"> <li>• Reasonable travel and out of pocket expenses will be reimbursed in accordance with our expenses policy</li> <li>• Training – Adult/Child Safeguarding , Enter and View training and other training as appropriate to the role as and when required</li> <li>• Learn more about Health and Social Care delivery on the Isle of Wight</li> </ul>

	<ul style="list-style-type: none"> <li>• Enjoy the experience of volunteering as part of a friendly team and meeting new people</li> <li>• Become involved in making a difference in your local community</li> <li>• Increase your confidence and gain new skills.</li> <li>• Use your experience with Healthwatch to seek work in health and social care or other fields of employment.</li> </ul>
Support provided	<ul style="list-style-type: none"> <li>• Mentor will be assigned</li> <li>• Supervision will be proportionate to role</li> <li>• Support and induction will be provided</li> <li>• Complaints procedure</li> </ul>
For more information about Healthwatch Isle of Wight	<ul style="list-style-type: none"> <li>• <a href="http://www.healthwatchisleofwight.co.uk">www.healthwatchisleofwight.co.uk</a></li> </ul>