# HW_Rochdale_A4_CMYK

# Volunteer role description

For volunteers that would like to support Healthwatch Rochdale with Enter and View.

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# About this exciting opportunity

**Are you passionate about health and social care in Rochdale? Do you have a few hours a month to spare to help us with our mission? Could you accompany us on our Enter and View to make active changes in your community?**

Here, at Healthwatch Rochdale we rely on volunteers to help us undertake our work. We aim to involve a diverse range of volunteers from across the Rochdale borough who are reflective of the local communities. Your knowledge will help us build stronger links with Rochdale residents who live, work or receive health or social care services locally.

Volunteers bring a variety of skills and a fresh perspective, offering time and passion to help shape and create impact with our work.

**This document contains information about the tailored volunteering opportunity:**

**Enter and View Representative**

**It also includes the following information**:

* Introduction to Healthwatch
* The benefits of volunteering
* Voice of a Volunteer – their lived experience
* How much time is involved
* Role Description
* Role Spec
* How to apply

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This document is also supported by the following separate documents:

* Volunteering FAQ
* Monitoring Form
* Application Form

**Introduction to Healthwatch Rochdale**  
**Healthwatch Rochdale is the independent champion for people using health and social care services. We listen to people’s views about health and social care services in the Rochdale borough including their lived experiences and encourage these services to involve people in decisions that affect them.**

**We work for positive change in health and social care in Rochdale as well as highlighting good practice within services.**

**We rely on volunteers to help make these services better.**

*“Volunteers are vital in the work that is completed at Healthwatch Rochdale…”* Kate Jones, CEO, Healthwatch Rochdale

[**Our Vision**](https://www.healthwatchrochdale.org.uk/what-we-do)

Improved health and social care experience for everyone in Heywood, Middleton and Rochdale.

**Our Mission**

We are the independent voice of Heywood, Middleton and Rochdale residents. We listen, challenge, and shape local health and social care services.

**Our Values**

* **Credible** - We hold ourselves to the highest standards, we are open and honest in everything we do.
* **Cooperative** - We maintain a positive, forward-looking focus and work with others to get things done.
* **Inclusive** - We start with local people first; we work for everyone.
* **Responsive** - We take what we know and translate it into actions.
* **Accountable** -We take responsibility for our actions and stand by decisions.

# Our Strategic Objectives

Seeking people’s views on their experiences of needing, or using, health and social care services.

Seeking the views of people whose voices and views are not always heard and reduce the multiple barriers that some people face in being heard. We will then use their views to bring about change.

Acting on what we hear to bring about improvements to health and social care policy and delivery.

Continue to deliver a strong and well governed organisation that uses its resources for greatest impact, new opportunities, positive outcomes, and value for money.

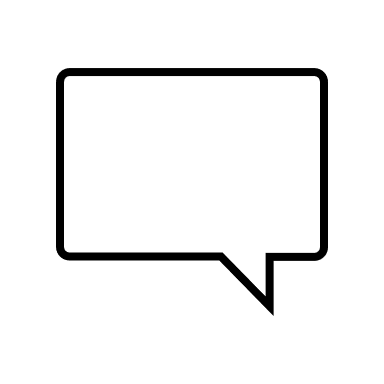
# Benefits of volunteering

### We want your experience as a volunteer with us to be as enjoyable as possible. As a volunteer, you will support Healthwatch Rochdale in fulfilling our purpose in being the champion for people using health and social care services within the Rochdale Borough.

There are many benefits to volunteering with you Healthwatch Rochdale. These include:

* An opportunity to contribute positively to your local community, help people, and make a real difference to their lives
* A chance to learn new skills with training and personal development opportunities
* An opportunity to meet like-minded people and develop connections with people in your local community
* Volunteer travel expenses reimbursed
* Incentives – Certificates, references
* Be part of a great team of volunteers, with dedicated staff to support you
* Act as a steppingstone into employment or training opportunities. We will support you on this journey.

# Voice of a volunteer

 “*The Enter and View programme is a wonderful opportunity to speak to a wide range of people within a care setting to gather in their lived experiences and make a difference based on our observations…*.**”**

HWR Enter and View Volunteer

# How much time is involved?

Our volunteering roles are flexible and fit around your schedule. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments.

We also request that you undergo training with us, but again we will work with you to ensure that the time is manageable.

**Our Enter & View visits are for around 4 hours. This includes travelling, a pre-meeting, the visit and de-brief. Time will also be needed to read the draft report/recommendations.**

# Role description

## 1. Enter & View Volunteer Representative

### Overview

**Healthwatch has the statutory power to enter and view all publicly funded health and social care settings e.g. hospitals, care homes, doctor’s surgeries, nursing homes, residential units, and day centres. The only exception is visits to settings providing children’s social care services as this is covered by other organisations.**

As an Enter & View volunteer for Healthwatch Rochdale, your role will be to promote the work we do and support us in being an advocate for the resident’s voice and lived experiences in the Rochdale Borough, when visiting health and social care venues across the Rochdale Borough making observations., collecting views and implementing change.

We need volunteers to help us make observations on these visits and collect information to help identify gaps or issues in the care being provided to people in the Rochdale borough (Feedback Gathering) alongside highlighting the positives.

Why should you be a Volunteer?

As a volunteer for Healthwatch Rochdale, **you** will help improve health and social care services for the people of the Rochdale borough by listening to people’s experiences, gathering information, feeding it back in a variety of ways and also ensuring that they can access relevant information, advice or signposting.

**The role of a volunteer is also extremely beneficial.**

* Can lead to job opportunities
* Can provide references for future employment or further education once 20 hours of volunteering Is completed
* Continuously develop your own role dependant on needs
* Build self-confidence and social skills
* Be part of an empowering team
* Travel remuneration

### What will the role involve?

**Training** – Representatives will receive an Enter & View induction Training, Safeguarding training, and other training relevant to visits.

**Context** – Preparation for visit inc reviewing roles and questions, planning for service users needs inc disabilities, conditions and potential barriers.

**Travel** – Visits will take place across the Rochdale Borough (Heywood, Middleton, Rochdale and The Pennines)

**DBS Checks –** an enhanced DBS is required to carry out this role.

**Alongside this the role will involve:**

* Being an active Listener – Hear the residents, patients, staff and family members voice about their experiences of a setting, and feed it back to us
* Having an unconscious bias and work in an evidence based manner
* The ability to separate personal experiences to ensure information presented accurately
* Being able to be sensitive, show consideration and respect to all
* Observe and note the nature of the health and social care provided on the day
* To use the collection of Data and information to contribute to the final report
* Maintaining confidentiality at all times

### Personal specification / requirements – Further Training can be offered

* Access to the internet/email/Zoom/Teams
* Able to use your own initiative but comfortable in asking for help when needed
* Ability to write and record information in an accurate, clear and simple style
* Ability to understand the different ways to communicate with different audiences and from different backgrounds
* Respectful of confidentiality
* To be able to work as part of a team
* To be non-judgemental and have an unconscious bias
* Have good listening skills
* Be committed to promoting equality and diversity
* Be committed to the vision of making positive changes
* Be engaging around training opportunities

# How to apply

You can apply for this role by:

* filling out our application form digitally, and emailing it to **volunteer@healthwatchrochdale.org.uk**
* printing off the form, writing clearly in black ink and returning to:

**FREEPOST HEALTHWATCH ROCHDALE**

*A person standing next to a building

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Please let us know if we need to make any reasonable adjustments for you in applying for this role.

*We look forward to hearing from you….*

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