

Volunteer Role: Enter & View

We are an independent champion for residents across Wokingham Borough who use health and social care services. Our purpose is to understand the needs, experiences, and concerns of all residents, and to speak on their behalf to help make positive changes to services, and to highlight good practice.

Benefits of volunteering for us

- Contribute positively to the local community, help people, and make a real difference
- Help improve health and social care services in the local community
- Learn new skills with training and personal development opportunities
- Gain valuable practical experience of the health and social care sector
- A useful stepping-stone to employment
- Develop local connections, meet like-minded people, be part of a great team of volunteers

Enter & View role

Local Healthwatch have a legal power to enter and view health and social care services owned or controlled by local health and social care providers. As part of a small group of trained volunteers, you will observe and assess the service being provided, talk with service staff, service users and their families or carers. You will contribute to a group report about findings and recommendations. This report will become a public document and you may also need to follow up on suggested recommendations.

Skills, abilities, and experience

- A resident of Wokingham Borough with the ability to travel across the borough, and sometimes to services outside the borough but used by Wokingham residents
- Effective communication skills: confidence and ability to ask questions and listen well to engage with service staff, and service users from different backgrounds
- Carry out observations and/or assessing services objectively
- Good level of written English to write notes, provide constructive feedback and to contribute to report writing
- Basic IT skills
- Able to work on own initiative and as part of a team

We value and promote equality, diversity and inclusion and would like our volunteering team to reflect the Wokingham Borough communities, particularly groups who are often under-represented and/or have lived experience of using health and social care services.

Time commitment

We promote a family friendly and flexible volunteering environment. We ask for a minimum commitment of 2 hours per week / 8 hours per month – days/times can be flexible and vary from week to week.

Other information

- We will require an eligibility to work check, 2 references and, due to the nature of this role, a Basic DBS check
- Healthwatch England Enter & View training and refresher course required
- We will reimburse out-of-pocket expenses

If you'd like to know more, have any questions or would like to apply, please call us on 0118 418 1418 or email enquiries@healthwatchwokingham.co.uk.