

Volunteer Role Description

Enter and View Authorised Representative

What is an Enter and View Authorised Representative?

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

What's in it for you?

- 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

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

This role will suit people who:

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

This role will require an enhanced Disclosure and Barring Check.

This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract

Extra information

Time commitment	Flexible days; approx 4hrs per session
Volunteer Manager	Elizabeth Mackie, Volunteer and Community Liaison Manager
Staff Contact (if different)	Kate Richmond, Outreach and Engagement Officer
Expenses	Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance

About Healthwatch East Sussex

Healthwatch East Sussex is an independent voice for the people of East Sussex. We're here to understand the lived experiences of people who use health and social care services in the county. We work hard to ensure that all sections of the community are represented in the decision making process and that your views are listened to, recorded and reported.

Interested in applying?

Call us: 0333 101 4007

Email: Enquiries@healthwatcheastSussex.co.uk

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