

## **Enter & View Authorised Representative Member Role profile**

### **Key duties**

- Support the delivery of the Enter and View work programme
- Undertake authorised Enter and View visits
- Complete a report on any completed Enter and View visits
- Present report to Enter and View and Safeguarding Work group

### **Qualities of a good Authorised Representative**

- Communicate with others
- Listen to other
- Respect others
- Be patient - show compassion
- Work collaboratively with others as a team
- Operate in an evidence-based manner
- Be observant
- Show consideration, sensitivity and respect to all, irrespective of background, culture, ethnicity, age, gender or presenting issues
- Show dignity to service users and recognise whether others are doing likewise
- Adhere to confidentiality rules
- Be accountable for your actions
- Recognise personal limitations and when to ask for help
- Apply the Seven Principles of Public Life (The Nolan Principles)
  - Selflessness
  - Integrity
  - Objectivity
  - Accountability
  - Openness
  - Honesty
  - Leadership



## **Desirable skills/experience**

- Report writing (training will be given)

## **Training and support**

- What is Enter and View? - Background and methodology \*
- Safeguarding - Protecting vulnerable adults
- Report writing (optional)
- Health and Social care - How does Healthwatch fit in?

\*Must be completed before undertaking any Enter and View visits

In addition to all training you will be supported by the lead staff member and the Enter and View and Safeguarding Work Group.

## **Reporting**

- You will report to the Enter and View and Safeguarding Work Group and Strategic Board.

## **Disclosure and Barring Service - DBS Check (Previously CRB check)**

- This role will require you to submit to a DBS check. Any highlighted issues will be referred with the Chair of the Enter and View task group for a final decision.

## **Time commitment**

- 1 day training
- Commitment to participate in future Enter and View visits

## **Expenses**

- All volunteer expenses will be paid in line with the Healthwatch Leicestershire expenses policy.

