

Volunteer Policy – Enter and View Volunteers

Introduction

Enter and View authorised volunteer representatives **must** conduct themselves in a suitable manner. Authorised representatives are very visible members of Healthwatch Kingston Upon Hull and its reputation could be damaged by behaviours on a visit. Furthermore, providers can refuse entry or terminate a visit if authorised representatives do not act appropriately.

To reflect this, the following supplementary special measures will apply to the recruitment, selection and training procedures.

Recruitment Process – Core Principles

In completing an application form to be an Enter and View volunteer, applicants must refer to the requirements of the person specification and answer all of the points raised in it.

Applications will be assessed against the person specification using a points-based system. Those candidates meeting all the essential person specification will be invited to interview and assessed again using a points-based system and agreed set of questions.

The short listing and interview panel will consist of two members of the Healthwatch North East Lincolnshire team.

For those applicants for whom an application form may not be appropriate (for example those with sensory impairment), an interview-only application assessment may be carried out.

Successful candidates will be formally offered a place as authorised representatives only after two satisfactory reference checks have been

received and the receipt of a satisfactory Disclosure and Barring Service (DBS) check.

Induction, Trial Period and Training

Enter and View volunteers will be required to undertake satisfactory mandatory training as follows. Failure to do this result in the volunteer being rejected as an Enter and View Visitor. All training will be arranged by the staff team.

Mandatory Training

- General Volunteer Induction covering confidentiality and data protection
- Safeguarding
- Equality and Diversity

Supplementary Training

In discussion with Volunteers and depending on where and for what purpose an Enter and View visit is carried out additional training session will be organised. This could cover for example:

- Dementia awareness
- Deprivation of Liberty Safeguards awareness (DOLS)
- Mental Capacity Act awareness
- Communicating with visual and hearing impaired people
- Effective report writing

November 2021