

Healthwatch City of London is the champion of the public voice in health and social care services for

City residents, workers and students. We are here to support the public to have their say about their care; and influence the design and delivery of local services. We also provide information and signposting about health and social care services.

## Volunteer Role Description

### Remote Service Assessors

#### Description

Healthwatch City of London trained volunteers visit health and adult social care services to see how they are run. This is called ‘Enter and View’ and Healthwatch City of London trains volunteers to be ‘authorised representatives’ to carry out these visits. Due to Covid-19 the ability to perform such visits has diminished. This newly created role will require volunteers to carry out ‘mystery shops’ on a given subject area or service. By telephoning and carrying out online research of the service providers to obtain information on their provision, making observations our volunteers will write up their findings, produce a report with recommendations for improvement and highlight best practice to share with our community.

<p><b>Purpose of the Role</b></p>	<ul style="list-style-type: none"> <li>• To carry out mystery shops on given health and social care services and report observations to Healthwatch City of London (HWCoL)</li> </ul>
<p><b>Key Activities</b></p>	<ul style="list-style-type: none"> <li>• To carry out, report and review mystery shops.</li> <li>• Make observations following an agreed format</li> </ul>

	<ul style="list-style-type: none"> <li>• Chat to service providers to obtain the latest information on their service provision and write their responses in an agreed template (HWCoL will give guidance and support)</li> <li>• Type up your own observations and notes</li> <li>• Propose recommendations on the basis of the findings, in production of the report</li> <li>• The commitment for a mystery shop will depend on the type of service being investigated. This will be discussed and agreed with you in advance</li> </ul>
<h3>Essential skills and Knowledge</h3>	<ul style="list-style-type: none"> <li>• Basic literacy skills, ability to make notes/record observations</li> <li>• Good observation skills (visual and/or listening)</li> </ul>
<h3>Attitudes and Values</h3>	<ul style="list-style-type: none"> <li>• Ability to work as part of the Healthwatch City of London team</li> <li>• As a part of our volunteer team you will be brought into direct contact with patients, residents, carers, service users, staff and members of the public. It is an important, sensitive and complex role, therefore you will be asked to comply with the HWCoL Code of Conduct</li> <li>• Be guided by Healthwatch staff</li> <li>• Committed to giving people a voice</li> </ul>

	<ul style="list-style-type: none"> <li>• Able to work with others as part of a team.</li> <li>• Non-judgemental</li> <li>• Committed to anti-discriminatory practice and equal opportunities</li> <li>• Reliable and trustworthy</li> <li>• Respectful of patient privacy/confidentiality</li> </ul>
Other Requirements	<ul style="list-style-type: none"> <li>• Basic level of computer literacy, to type up notes</li> <li>• Able to separate personal experiences / views from those of others by accurately recording the views of others</li> <li>• Undertake the HWCOL induction</li> <li>• Undergo a DBS clearance check</li> <li>• Have your name published on our list of volunteers on our website</li> </ul>
Support	<ul style="list-style-type: none"> <li>• Supervision/ debrief sessions</li> <li>• Support/Training to carry out the role</li> </ul>
What will you gain	<ul style="list-style-type: none"> <li>• Experience of assessing the health and social care environment.</li> <li>• Experience of drawing out key findings and report writing.</li> <li>• Experience of working within a voluntary sector organisation.</li> <li>• The opportunity to influence decision makers and champion the needs of the public and service user voice.</li> <li>• Training.</li> </ul>

To apply please download and complete our volunteers application form on our website [www.healthwatchcityoflondon.org.uk](http://www.healthwatchcityoflondon.org.uk) and return it to [info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk)

Alternatively for a copy of the application form you can contact us at [info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk) or write to us at Healthwatch City of London, Portsoken Community Centre, 14-16 Little Somerset Street, E1 8AH.