



**Enter and View (E&V) Volunteer Authorised Representative
Visit lead Job description (age 18+)**

'Visit lead':

In addition to the E&V Volunteer Authorised Representative role, a person within each individual E&V team will act as a 'visit lead'. The visit lead will:

- Be prepared to lead an E&V visit as part of a E&V visit team
- Act as a point of contact for the particular visit - for volunteers, Healthwatch Bedford Borough and the particular provider visited. However, all official correspondence (such as visit requests and final E&V reports) will be sent by HBB email by a member of the HBB staff.
- Introduce themselves, the team members and the particular project for which the E&V visit is being conducted for.
- Gather feedback from each E&V team member and feed this initial information verbally to the provider at the end of the visit.
- Co-ordinate the written report production after each visit in accordance with the E&V procedure and HBB template. The collated report will then be forwarded to the relevant HBB staff for final approval and sending to individual provider as per E&V procedure.
- Raise any Safeguarding and other significant issues with the E&V task group leader, as well as with the provider if deemed appropriate.
- Should the lead have any issues with a team member/s on the visit, these must be raised with an appropriate member of HBB staff.
- Be offered support in the role by the staff of HBB.
- Ensure the disposal of any written materials is in accordance with the confidentiality procedure. (This can be done by bringing any written materials to the HBB office for shredding.)

Contact details if you need any assistance:

Linda Hiscott: linda.h@healthwatchbedfordborough.co.uk
hiscott@ntlworld.com
tel: 01234 741 031, mob: 07913 514 661

Kamila Naseova: kamila.n@healthwatchbedfordborough.co.uk
mob: 07989 420 852

HBB office: 01234 718 018