**Volunteer Lay Reviewer for Healthcare Inspectorate Wales (HIW)**

We need Volunteer Lay Reviewers from a range of backgrounds from all over Wales. We particularly welcome applications from people with disabilities, people from ethnic minority communities and young people who are currently under-represented.

Volunteer Lay Reviewers are important members of the HIW review teams and bring their values and life experience into the work of HIW. Their objective assessment helps us to highlight concerns for healthcare providers, to consider, address and subsequently improve the care that patients receive.

We provide an induction/training day for all new volunteers which will provide you with an overview of the work of HIW. During this day you will find out more detail about your role and what is required of you when you take part in an inspection/investigation. You will also have an opportunity to meet some of the HIW team. All successful applicants will be required to undertake a Disclosure and Barring Services (DBS) check.

**Do you want to make a difference?**

If you want to help us to improve patient safety, ensure that the quality of experience each patient receives is maximised and you have the following qualities then you could be who we are looking for.

* good communication skills, both verbal and written
* honest and open approach
* non judgemental, non biased
* good team player
* good observation skills
* awareness and commitment to equality and diversity
* keen willingness to work to the values of HIW
* be able to concentrate in a busy environment as inspection and review visits can be intensive

**How will this role help you?**

By taking part in our inspections and reviews you will have a chance to learn more about the way health services work. Inspection and review helps to highlight areas of good practice which can be shared. You will be part of this and will be helping to improve the quality of services in Wales.

When you take part in an inspection you will receive verbal and written feedback from your Inspection Manager.

You will have the opportunity to increase your confidence and build on the following skills:

* communication skills, both verbal and written
* team working
* increased understanding of health services in Wales

**Overview of role**

You will:

* be part of a team which will comprise of an inspection manager and peer reviewers (people who have clinical expertise in the subject area that is being inspected). A HIW inspection manager leads the inspection team and is there to support you at all times.
* attend announced and unannounced inspections and record information obtained in the templates provided by HIW (toolkits)
* talk to patients, their carers and families to gather information about patient experience
* provide clear and objective feedback to the HIW review team and possibly contribute to the feedback meetings with the NHS Health Board/Trust or Independent Healthcare service representatives;
* be required to comment on matters of accuracy in draft reports written after the inspection
* be flexible and available to work outside normal working hours of Monday to Friday 9am to 5pm

**What do we do?**

On behalf of the citizens of Wales, HIW provides independent and objective assurance of the quality, safety and effectiveness of healthcare services, making recommendations to healthcare organisations to promote improvements. To find out more about what we do click on the following link: <http://www.hiw.org.uk/home>

**How long is an inspection?**

The length of an inspection can vary between 1 and 5 days. When we contact you to offer you an assignment we will indicate the number of days that you are required to take part in the inspection. We will also tell you the location for an announced inspection but for an unannounced inspection we will indicate the area of Wales where the inspection will take place eg South East Wales.

If you are required to stay overnight to take part in an inspection we will book and pay for your accommodation.

Inspection visits may require you to be able to travel throughout Wales (you will receive travel and subsistence expenses in line with the Welsh Government Policy).

You must hold a full current driving licence (valid in the UK) and have access to a form of transport which will permit you to carry out your duties.

**Contact us**

If you wish to be considered for this role, please complete the application form and return it to HIW.CID@wales.gsi.gov.uk

If you demonstrate that you have the skills we are looking for you will be invited to attend an assesment/training day where your observation, communication and written skills will be tested.

If you wish to speak to someone about this role please contact us at HIW.CID@wales.gsi.gov.uk or alternatively ring 0300 062 8163 and ask to speak to a member of the Corporate Intelligence and Development Team.