Volunteer Role Description

## Vaccination Hub Support Volunteer

## *Do you have a passion for caring for people? Could you support us in our fight against the COVID pandemic? Would you like to be at the forefront of our ground-breaking programme of vaccinations?*

## Why we need your help

There is a need to deliver a safe and effective service in order to facilitate mass delivery of covid-19 vaccinations. The friendly face of a volunteer on arrival, to help guide members of the public through the process can make all the difference to their overall experience and the running of what will be extremely busy clinics. Staff will be grateful for an extra pair of hands to help with some non-clinical tasks.

**What you will gain from this role**

You will be eligible to receive the Covid-19 vaccination.

You will play a vital part in ensuring the more vulnerable members of our community are able to receive their covid-19 vaccination at the earliest opportunity.

You’ll be able to keep fit and active and be part of the team in a busy hospital or clinic environment.

You’ll have the knowledge you have made a difference in your local community at a time of immense need.

## What does a Vaccination Hub Support Volunteer do?

The role follows a ‘Response Volunteer’ model so you may find yourself carrying out a number of tasks, which may vary each time you attend. These could include:

* Welcoming people to the vaccination centre and signposting them to where they need to be
* Advising those attending about the need to maintain appropriate social distancing and handwashing (sanitiser will be provided), following UK government advice
* Checking paperwork to ensure those attending are in the right place at the right time, re-directing if necessary
* Directing those attending to the appropriate area/station
* When someone has had their vaccination, ensuring they exit safely
* Notifying your Volunteer Supervisor should any issues arise

You can help in other ways too – these may include ensuring the Hub/Centre is stocked with hand sanitiser, disposable gloves etc., running errands for the staff, and collecting and delivering small items to and from other parts of the hospital, for which a trolley will be provided if required.

## What we won’t ask you to do

* You won’t be providing clinical or personal care to anyone attending the clinic (eg. doing the tasks which the staff have been trained to do, or taking people to the toilet).
* You won’t be asked to help attendees get changed (if this is required).
* We won’t ask you to physically assist attendees or carry heavy loads.
* You will not be pushing attendees in a wheelchair

## What skills or experience do you need?

* Excellent communication skills – talking and listening to patients and staff – with a good standard of oral English
* Understand and comply with confidentiality requirements
* Have a professional and friendly demeanour, and able to work in a team
* Be committed to the role and attend regularly. Be punctual and dependable.
* Within the boundaries of your role, be self-motivated and able to help without direct supervision
* The ability to know when to seek help – although guidance will be given.
* A reasonable level of fitness – you will be standing and walking during much of your ‘shift’.

**Location**

Derriford Hospital, Plymouth

**Days and times required**

All week 9.00am-5.15pm

**Point of contact**  
Patient Services Manager

Mass Vaccination Hub Managers

**Other requirements**

Applicants must be at least 16 to volunteer in this role.

Health: you should be in a low-risk health group. Those considered at an increased risk of severe illness or those caring for vulnerable adults should not apply to carry out this role.

Training: undertake all relevant training for the role and comply with instructions

Application requirements: Volunteer Registration, minimum standard DBS check

**For more information or if you have any questions regarding this role, please contact**

[**plh-tr.volunteerenquiry@nhs.net**](mailto:plh-tr.volunteerenquiry@nhs.net)

**Covid Rating**

Amber/Green

Mitigation:

1. Volunteers must check in with their supervisor on arrival and check out when leaving so that their attendance is recorded for ‘track and trace’ purposes.
2. Volunteers are provided with appropriate personal protective equipment (ppe)
3. A face mask must be worn while volunteering and on hospital premises
4. Volunteers are advised to maintain an appropriate social distance from staff and members of the public
5. Volunteers will not be asked to escort attendees elsewhere
6. Hand sanitiser is available and volunteers are instructed when to use this
7. Wipes are available to use on equipment as required.

This role is suitable for existing Trust volunteers whose covid-age places them in the low/moderate/high risk category based on: appropriate ppe, social distancing, short length of time spent with an individual with no close contact.