

Volunteer Opportunities

Task Description

Volunteer Role: Active Response Volunteer

Contact name:

Contact details:

Service area: Royal London Hospital, Whipps Cross Hospital

Vision: To recruit and train 200 volunteers able to attend and support areas of high pressure as requested by medical staff to improve patient experience, reduce waiting times for discharge and releasing time to care for staff

Objective: Volunteers will respond to direct calls/bleeps for assistance in/to a number of key areas that we recognise as pinch points where volunteers support will enable the smooth running of the area. Volunteers will be trained to respond to requests in real time situations and have the fluidity to move around according to the daily patient non-clinical requirements of each of the Barts Trust hospital sites

Length of Task: Minimum 6 months

Task Description

This is a really exciting opportunity for volunteers to get involved in multiple arenas across the hospitals. You will be at the cut and thrust of the hospital demand involved in a variety of different services. Some of the tasks you will be doing include:

- Supporting ED during high pressure
- Picking medication from pharmacy
- Helping to discharge a patient
- Helping a patient who might be at End of Life Care or supporting the family / carer should they need help
- You could be visiting a patient on a ward who is confused or lonely
- You could be helping a family member or carer who may be distressed
- You could be helping to escort a patient to a test or examination

This role is very diverse and you will always be very busy doing something that will be of support and impact to the areas, patients or visitors that you will help on the day.

Person Specification

- Friendly and positive
- Good communication skills
- Ability to work in a team
- Compliant with requests from staff
- Able to uphold the Vision and Values of Bart's Health Trust
- Ability to actively listen
- To be respectful and understanding of different patients cultures, ethnic and minority backgrounds
- Creative and spontaneous to patients needs
- Objective and non-judgemental
- Comply with confidentiality and disclosure



- You will need to be a team player and prepared to support as needed
- You will need to be committed to the role and attend your agreed shift
- Adaptable
- Excellent communication skills
- Able to move around
- Confident
- Able to work alone but also take instruction from the team and colleagues
- Flexible
- Willing and able to do all relevant training

Training

- Welcome Induction and Introduction to the Vision and Values of the Trust
- Fire Training
- Health and Safety
- Moving and Assisting
- Basic Food hygiene
- Confidentiality and Disclosure
- Safeguarding
- Tour of site
- Communication
- End of Life Care
- Namaste
- How to use a bleeper
- TTA and transporting medication

Uniform

- Tabard or T-shirt and Identity badge to be worn at all times

Benefits

An experience of being part of the largest health Trust in Europe, regular volunteers bulletin, social occasions, and reference provided in line with policy.

