



Volunteer Role Description

Title of the Role: Book a Buddy

Purpose of the role: This role will enable patients who attend the hospital on their own to book a volunteer to be with them throughout their appointment (not in the appointment), as a companion.

Department and hospital site: Based at Stanmore, and supported by Volunteer Services.

Responsible to (named supervisor): Involvement and Volunteer Services Department

Hours / days Volunteer needed:

The days and hours will be flexible according to the needs of this new service; however, it will only be available Monday to Friday.

Purpose of Role:

This role will be a specialist role and will be available by prior request only, and only if a volunteer is available. A volunteer will accompany the patient around the hospital, to provide moral support, and allay the anxiousness a hospital visit can bring.

The Volunteer Service will pick volunteers for this role and will manage this role.

The role of a patient buddy, will greatly enhance the patients experience whilst at the hospital.

Key tasks:

Escorting the patient around the hospital, providing that much needed company and conversation. Fetch a hot drink, call a porter if wheelchair assistance is needed. Wait with the patient whilst they wait to see clinicians, or appointments in x-ray or scanning.

Person specification: Skills and competences

These volunteers will be expected to be very aware of boundaries around patients, staff and visitors. Aware of confidentiality surrounding conversations and appointments.

Person specification: Values and behaviours

Will be a kind, caring person with excellent communication skills.
Must be aware of the RNOH NHS Trust Values and carry out the role using them.

Training:

Mandatory volunteer induction, a local induction to different areas of the hospital. Support and supervision every month and ongoing training as required.
Uniform and photo ID badge will be provided only with expenses up to a 25mile radius.



Please email the volunteer office if you require any further information: rnoh.volunteering@nhs.net

Requirements	Never	0-33% of worktime	33-66% of work time	67-100% of work time
A. Physical				
1. Sitting			X	
2. Standing			X	
3. Walking			X	
4. Lifting and handling patients	X			
5. Lifting and handling objects e.g. boxes		X		
6. Push/pull e.g. trolleys	X			
7. Bend/squat/crouch/kneel/crawl		X		
8. Climb/descend stairs	X			
9. Climb ladders/work at height	X			
10. Using hands above shoulder height	X			
11. Twist/spinal rotation		X		
12. Sedentary/ immobile posture		X		
13. Reaching forward		X		
14. Simple grasping/fine manipulation		X		
15. Applying hand grip force		X		
16. Typing	X			
17. Writing		X		
18. Operating foot controls	X			
19. Repetitive movement		X		
20. Work in confined spaces	X			
21. Work within a team			X	
22. Working outside in all elements	X			
B. Psychosocial				
1. Repetitive/complex tasks requiring attention to detail	X			
2. Ability to concentrate/good memory			X	
3. Communication demands (phone/e-mail/face-to-face)				X
4. Night/evening worker	X			
5. Rotational shift work	X			
6. Requirement to wear personal protective equipment	X			
7. Required to deal with distressing/ challenging situations			X	
8. Requirement to deal with anxious/aggressive people			X	
9. Requirement to work to deadlines			X	
10. Requirement to supervise others		X		
11. Lone work		X		
C. Sensory			Yes	No
1. Good vision essential (with or without glasses)			X	
2. Good colour vision essential				X
3. Good hearing essential (with or without hearing aid(s))			X	
D. Additional screening required pre-commencement			Yes	No
1. Food handler				X
2. Exposure to chemical hazards e.g. skin and respiratory irritants (please specify)				X
3. Exposure to physical hazards e.g. vibration, extremes of hot/cold temperature, extreme noise (please specify)				X