

Volunteer role description

Children's Theatre Support

Why we need your help

When families visit the theatres for planned operations and procedures, it can be an anxious and overwhelming time. Volunteers can support by being a welcoming, friendly face with the time to help families find their way, stay occupied whilst waiting and help with refreshments. Wearing their distinctive orange polo shirts, volunteers are easily recognisable and are often the 'go-to' individuals when visitors and patients arrive and need someone to help them on their way.

What you will gain from this role

- You'll meet new people every time you attend and have the opportunity to help them in a positive way.
- You'll be able to keep fit and active and be part of the team in a busy hospital environment.
- Being part of Derriford's #1BigTeam of volunteers and staff is a hugely rewarding experience
- There will be lots of ways to learn new skills or increase your knowledge with training such as Deaf Awareness, Wellbeing training and plenty more.
- Knowledge that you have help patients feel cared for and listened to.

What does a Children's Theatre volunteer do?

- Welcome families into the department, understanding that they may be nervous and might need some help or direction
- Assist with Covid checks at the entrance as required
- Help make toast/other food & drink for children post-op
- Look after toys/play equipment etc. and if allowed play with the children sometimes while they are waiting.
- Helping when families go to get the car to take children home (either by keeping children company or showing parents where to go)
- Be around in the admissions area if there are children waiting, especially when staff are busy elsewhere.
- Work alongside staff to keep families informed during their waiting times
- Encourage and show visitors where to sanitise their hands
- Encourage visitors to wear a surgical face mask (provided)

What we won't ask you to do

- You won't be undertaking any tasks for which staff are, or would otherwise be, employed.
- You will not be expected to engage in any challenging or confrontational conversation with a member of staff or member of the public
- You won't be providing clinical care to patients

What skills or experience do you need?

- Excellent communication skills – talking and listening to patients and staff – with a good standard of oral English. Experience with communication with children is preferred.
- 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.

Location

Derriford Hospital, Plymouth

Days and times required

Monday-Friday:

- 9am-12.30pm
- 12.30-3.30pm

Other requirements

- Training modules: University Hospitals Plymouth Welcome Event induction, Manual Handling, Fire Safety, Safeguarding, Infection Control, Information Governance (Data Protection and Confidentiality), Resuscitation Theory, on-site role specific induction.
- Volunteer registration and selection including enhanced DBS check
- Covid-age assessment may be required
- Health screening