

## SHARING OUR OPPORTUNITIES

### Volunteering Role Outline:

<b>TITLE:</b>	<b>Waiting Well – Comfort Caller</b>
<b>ORGANISATION:</b>	<b>George Eliot Hospital NHS Trust</b>
About the Waiting Well Service:	<p>The service will offer support to individuals who are waiting for elective procedures or treatment from the NHS via George Eliot Hospital NHS Trust and, through continued communication and reassurance, reduce the risk of reliance on emergency, acute and primary care health services.</p> <p>It will work in conjunction with hospital and community services, the voluntary sector, and Primary Care Networks; enabling people to engage with their local communities which can offer practical help and support their well-being.</p>
Waiting Well Service Objectives:	<p><b>Help to empower people to better self-manage their physical health and well-being as they continue to wait for treatment.</b></p> <p>Connect waiting list patients with community-based services that can provide practical help and support to improve their health and well-being.</p> <p>Identify any barriers or support needed to attend hospital/health appointments.</p> <p>Prompt feedback from patients and listen to their ideas about how we can help whilst they wait.</p> <p>Use information gathered to improve our services and inform our processes.</p>
<b>Location:</b>	Service startup will be operational from the George Eliot Hospital Site in Nuneaton.
<b>Why we are doing this:</b>	<b>In view of seasonal pressures, including the impact of the covid-19; workforce challenges and increased pressure on Acute Hospital Services, volunteers can provide critical support and are integral to the delivery of the NHS Plan.</b>
<b>What you will be doing:</b>	<p>Become part of the volunteer team making contact with patients via telephone, introducing the service and complete a <b>Waiting Well Questionnaire</b> with the patient.</p> <p>Engage in conversation prompted by the questions, record feedback and information given via the online form.</p> <p>Identify any wellbeing concerns.          Help to identify any ongoing support needs.          Identify any barriers or support needed to attend follow hospital/health appointments.</p>

	<p>Contribute to the development of the service. You will be fully supported by a volunteer coordinator.</p>
<b>Boundaries [what volunteers won't do]:</b>	<p>No clinical care of patients or provision of clinical advice No disclosure of patients' personal information or content of inquiry form except to relevant staff.</p>
<b>Activities:</b>	<ul style="list-style-type: none"> <li>• Introduce patients to the Volunteer 'Waiting Well' comfort call service.</li> <li>• Undertake guided conversation with patients by using a script for guidance / inquiry form - via telephone.</li> <li>• Use electronic [computer] based questionnaire.</li> <li>• Record outcomes.</li> <li>• Provide Information and signposting via telephone.</li> <li>• Escalate any concerns to the designated volunteer coordinator for action.</li> <li>• Participate in a shift de-brief and submit productivity data to help us monitor the service.</li> </ul>
<b>Skills &amp; Attributes:</b>	<ul style="list-style-type: none"> <li>• Patience, empathy and understanding.</li> <li>• Have a professional and friendly attitude.</li> <li>• Good communication skills [confident via telephone/telephone technology].</li> <li>• Have IT user skills [including internet and email]</li> <li>• Excellent listening skills</li> <li>• Be resilient</li> <li>• Give attention to detail and accuracy</li> <li>• Understanding of patient confidentiality</li> <li>• Understanding of the role of a Volunteer</li> </ul>
<b>Skills description:</b>	<ul style="list-style-type: none"> <li>• Comfortable within a team or independent working environment.</li> <li>• Be enthusiastic and get involved, help to promote the Waiting Well Comfort Call volunteer service.</li> <li>• Be responsive to, and supportive of patients and staff.</li> <li>• Demonstrate kindness and compassion, treating everyone with respect and dignity.</li> <li>• Have a calm and professional telephone manner.</li> <li>• Understand that some patients may be distressed.</li> <li>• Keep within the limitations of the volunteer role [for example, you are not required to give clinical advice].</li> <li>• Adhere to the process in place to escalate any concerns or apparent risk to a patients' wellbeing.</li> <li>• Observe the Trust's guidelines on protecting the personal information of patients.</li> </ul>
<b>Hours, days, times</b>	<p><b>Suggested minimum commitment;</b> <b>One 2 - 4hours session per week</b> [Monday – Friday] for 6 weeks - as agreed in advance. Allowing us to plan ahead.</p>
<b>What's in it for you:</b>	<ul style="list-style-type: none"> <li>• A chance to support your local hospital, with the knowledge you are playing a key part in helping local people</li> </ul>

	<ul style="list-style-type: none"> <li>• Meet new and like-minded people</li> <li>• Increase confidence</li> <li>• Become part of a team</li> <li>• Be part of innovation in health and wellbeing services</li> <li>• A chance to learn new or improve existing skills, with training and ongoing support</li> <li>• Experience the hospital as a workplace</li> <li>• Build up or share local knowledge /support mechanisms</li> <li>• Network with other voluntary organisations</li> <li>• Access to the trusts wellbeing support and information; <i>why not take 'the smile mile walk on your break ' 😊</i></li> </ul>
<b>Driving Licence and Vehicle Required:</b>	No
<b>Travel/Out of pocket expenses:</b>	Meal Vouchers whilst volunteering [each shift] Free onsite parking permit Volunteer Polo shirt, and fleece
<b>Multiple locations:</b>	Nuneaton and Bedworth area tbc
<b>Number of Volunteers required:</b>	8
<b>How to apply:</b>	<p><b>Expressions of interest to:</b> or <b>for an informal chat please contact:</b> BacktoHealth Voluntary Services Coordinator</p> <p><b>To make an application direct:</b> Link to Better Impact, Volunteering Webpages &amp; Application Form</p> <p>For help on making an application, please contact Volunteer Recruitment Officer</p>