Home from Hospital, Generic Volunteer coordinator’s role Activities

* **Promote the project externally for recruitment and possible patients** – letters to parish councils asking for helping in recruiting possible volunteers and spreading the message of our service using social media and posters around the hospital and community.
* **All related administrative processes for recruitment** (References, health screening, DBS).
* **Providing of an “awareness day” to potential volunteers** giving them a feel of what they could expect as a settle in service volunteer.
* **Delivery of settle in service volunteer Induction training, annual top up training and specialist training sessions.**
* **Provision of competency based  training** - for each volunteer off site in patients home
* **Promote the project internally -** tending relevant meetings e.g Sisters and discharge co-ordinators meetings, Red to Green, bed meetings, building relationship with Transport.
* **Establishing good working relationships with relevant stakeholders**
* **Ensuring settle in volunteers working in the community comply with the lone working policy**
* **Providing regular contact and support to settle in service volunteers to encourage motivation and loyalty and ensure that their role is valued.**
* **Sending out a regular newsletter to volunteers.**
* **Ensuring all volunteering activities meet with the Trust’s service needs** and are carried out in line with policies regarding health and safety, legal requirements, environmental, equal opportunity policies and general duty of care.
* **Communicating with patients, carers and families**
* **Carrying out suitability assessments** - Patients are assessed by the service coordinator upon receipt of a referral from the relevant health/social care professional to ensure that they are suitable for Settle in and do not require a more substantive discharge package.
* **Identifying a suitable volunteer to meet the patient at home at an agreed time.**
* **Liaising with transport to ensure volunteers are at the patients home at time of arrival**
* **Documenting all actions taken and communications carried out in the medical record and on the volunteers’ record sheets.**
* **Maintaining contemporaneous and accurate patient records in line with legal and departmental requirements in medical documents.**
* **Responsibility for liaison with members of the multidisciplinary team, social services and voluntary agencies, to ensure effective communication and seamless service.**
* **Maintaining accurate data collection and produce reports on service activity.**
* **Feeding back to stakeholders on outcomes and discharges (Report to Care and Patient Experience Board)**

The Coordinator has worked alongside ward staff, discharge coordinators and occupational therapists to identify patients suitable for the service.