



**Central and
North West London**
NHS Foundation Trust

International Nurses: Integration and Support Volunteer

Moving to a new country and starting a new life can be difficult for anyone. As part of CNWL's international nurse recruitment scheme, we are looking for volunteers to support the Trust with international recruitment, by supporting international nurses with integration into local communities. The role will involve supporting with matters like bank accounts, GP registration, diaspora associations, and tours around local/London areas.

COMMITMENT AND LOCATION

Because of the nature of this role, we ask you to be flexible on days and times, depending on the need and support required.

KEY TASKS

- Supporting international nurses to settle in, supporting their wellbeing as well as reducing feelings of loneliness and isolation
- Showing them around the Trust locations and the London area (i.e. places to go, things to see and do)
- Helping them to use public transport so that they can familiarise themselves with the travel systems and surrounding areas
- Checking on their emotional health and wellbeing and offering a space to listen to them
- When needed, to sign post them to local support teams and/or community resources including diaspora associations, places of worship, etc.
- Keeping in regular contact with your role supervisor, including being available for support calls and catch ups
- To escalate any concerns which arise during your sessions
- Alerting your supervisor, or alerting your supervisor if you can't reach your contact after three attempts

- Recording every contact, even when you have not got through to the person, and including help that they have asked for
- To appropriately end and stop contact with the person after 8 sessions, unless agreed otherwise
- Ensure that confidentiality is maintained at all times, following the Trust Data Protection and Care Records policies.

KEY TRAITS, SKILLS AND EXPERIENCE

- Reliability: to be someone we can rely on - consistent and dependable
- Resilience: you will volunteer with people who may disclose sensitive experiences
- Warm, empathetic, friendly, compassionate, patient, tolerant and considerate
- Good conversational and listening skills, with a caring nature
- An understanding of individual's needs, taking into consideration cultural and religious beliefs and values
- General knowledge of the London area
- Good IT, literacy and report writing skills
- A team player - being helpful and supportive
- Committed to the values and policies of the Trust, including Data Protection and Equal Opportunities
- The ability to work independently whilst staying within the role's boundaries, recognising what should and shouldn't be done, when to seek advice or report concerns.

WHAT IS IN THERE FOR YOU?

- The satisfaction of providing crucial support, helping with settlement and integration
- The opportunity to help the NHS in a time of growing pressure
- The opportunity to develop new skills and learn within an NHS Trust setting
- Experience and insight into working within the healthcare sector, really valuable if you are considering a career in health services or in customer service support roles
- Full support, local induction and a range of relevant training, including Confidentiality, Safeguarding and Equality and Diversity
- A reference for future volunteering or employment, after 6 months
- Following our expenses policy, reimbursement of agreed expenses