

VOLUNTEER ROLE DESCRIPTION

Title	<i>Leeds Way Welcome Volunteers</i>
Department	<i>Patient Experience- Volunteer Services</i>
Key contact	
Purpose	Leeds Teaching Hospitals NHS Trust (LHT) is an extremely large and busy organisation spread over 7 hospital sites each with numerous reception areas that see thousands of patients, visitors and staff each day, we recognise the need for visible, proactive and supportive volunteer assistance in these public areas. The purpose of this volunteer role is to provide a first point of contact for anyone coming to the hospital site and requiring assistance. This role has been created in response to the changing needs of the organisation post COVID and is a bespoke service to build on previous 'first point of contact' roles to enhance the level of support and create a better experience for all.
Time commitment	A minimum of 1 morning or afternoon session each week. The pilot programme will be run at St James's - Bexley Wing & Chapel Allerton Hospital but eventually roles will be available at all LHT sites.
Leeds Way Values	<p>Patient Centred - Supporting the needs of those using our hospital services ensuring a welcoming and friendly environment.</p> <p>Accountable - Making sure that all communities feel welcomed, and in a position to ask for help or support.</p> <p>Fair - Ensuring we can better adapt and meet the needs of anyone coming into the Trust</p> <p>Empowered - Volunteers are well trained, knowledgeable and confident in the information they are providing. On-going support and development is in place to keep volunteers aware and adhering to organisational changes.</p> <p>Collaborative - volunteering as part of team and supporting a wide range of departments and services including; Estates and Facilities, Friends and Family Test (FFT), Patient Experience, outpatients etc.</p>
Background	<p>Our hospital sites can be difficult to navigate due to their size and complexity, with patients, visitors and staff often becoming lost, late, confused and anxious. Those visiting the site are often unsure who to approach to ask for local information, services on sites, amenities, onwards travel and additional support.</p> <p>This new volunteer role will equip volunteers with site specific knowledge, way finding skills, and knowledge about the local area, transport and amenities. The role will also ensure that volunteers are better able to support everyone in our community including those with additional needs, English as a second language, or sight or visual impairment.</p> <p>Overall this service will be a friendly face, welcoming everyone coming into the Trust providing tailored and specific support for each individual.</p>

Pillars	<p>Patients and Visitors Our volunteers will offer a friendly welcome and aim to take away any anxiety someone may have about being late or in an unfamiliar environment. By offering a bespoke service to walk with or take the patient in a wheelchair to the clinic or area they need to be in. We endeavour to have a direct impact which aims to enhance the patients experience and implement a culture of care and support.</p> <ul style="list-style-type: none"> • Our volunteers will have site amenity knowledge e.g. the locations of café, toilets, waiting areas etc. • We believe that the unique value of the volunteer themselves and the nature of the relationship and communication between volunteers and patient/visitor can build informal relationships of trust and compassion. <p>Organisation- Benefit the organisation in getting people to where they need to be in a timely manner supporting clinic check-ins. Freeing up staff time previously spent supporting the flow of patients through the hospital.</p> <ul style="list-style-type: none"> • Volunteers will capture patient feedback – providing additional capacity, time to engage and listen, and independence from the care team involved. <p>Value for Volunteers</p> <ul style="list-style-type: none"> • This is a physically and socially active role which can increase an individual's sense of social connectedness, increase self-worth and improve confidence. • Volunteering can also provide opportunities to develop a sense of purpose, and enhance and learn new skills which may develop opportunities and create pathways into employment.
Monitoring	<p><i>Patient Feedback</i> <i>Friends and Families</i> <i>Volunteer recorded data</i></p>

Key tasks (what the volunteer will be doing):

- Providing a friendly welcome
- Being the first point of contact when someone enters our hospital buildings
- Welcoming and asking if they can provide any assistance
- Accompanying patients, visitors or staff to the ward, clinic or department that they are needing to attend to ensure that they reach their destination
- Providing additional assistance as required such as individuals needing to be pushed in a wheelchair
- Using additional language skills to provide a friendly welcome for those visiting the hospital where English is a second language
- Using British Sign Language (BSL) to effectively communicate with individuals from the deaf community
- Having knowledge about site specific amenities such as; toilets, changing places, cafes, shops, places of worship and specific department and services on site
- Local geographical knowledge ie: car parks and payment methods, local shops, takeaways, local services like banks etc.

Document ID:

Updated:

- Onward travel information, be able to provide individuals with information about local bus routes, access to the train station, cross site travel, booking a taxi or using the ambulance patient transport service
- Promoting Trust wide initiatives such as; smoking cessation, blood donation, organ donation, and other healthcare initiatives.
- Supporting the trust to collect patient and visitor feedback from specific communities which are currently under-represented.
- Signposting to onward support including; Leeds Hospitals Charity other 3rd party approved organisations, bereavement, complaints, Robert Ogden Centre, Maggie's Centre.
- Offering a listening ear and chatting with patients and relatives in the reception areas for example when waiting for transport.
- Instigating an appropriate response to situation on behalf of patients and visitors by alerting the patient environment team to spills, trips and hazards, security, porters etc.
- Being able to put any personal experiences or beliefs to one side

Boundaries (what the volunteer won't be doing):

- Not taking anyone off site
- Not offering any clinical or medical advice
- Not assisting with any medical support
- Not judging anyone coming onto our hospital sites
- Won't be asking any personal or unnecessary or irrelevant questions
- Not overstepping the boundaries

If you are ever in doubt please speak to your key contact or a member of the volunteering team who can provide additional advice and support

Requirements for the role:

Age. 16+ (but additional support and training will be put in place for anyone 16/17)

Accessibility: This is an active role where volunteers will be required to be on their feet and walk across the hospital site as needed. You might be required to push a wheelchair.

Skills and other requirements:

- Excellent, confident communication skills
- Good IT skills
- Friendly and welcoming disposition
- Additional skills welcomed such as: second language, BSSL, Dementia awareness, understanding of disability access needs, awareness of learning disabilities and autism, supporting those who are deaf or blind, experience of working with young people
- Happy to work as a team
- Adaptive
- Can work independently
- Confident in approaching strangers
- Approachable
- Good understanding of boundaries
- Embody our Trust values
- To use the new Better Impact volunteering system

Training:

Document ID:

Updated:

Required:

- Volunteer welcome
- Fire Safety
- Infection Prevention Control
- Safeguarding
- Equality and Diversity
- Information Governance

Essential:

- Moving and Handling (Wheel Chair Training)
- Site Specific Training
- Better Conversations

Optional/Additional Learning:

- British Sign language
- Dementia Awareness
- Learning Disabilities and Autism Awareness
- Additional training as made available

Benefits to the volunteer:

- The opportunity to volunteer in a great hospital and make a real difference.
- Help improve the experience for patients and their families.
- Being part of a team, being recognised and valued for your contribution
- Experience volunteering in a busy department
- Supporting the Trust in their on-going efforts to improve patient experience
- An opportunity to build skills that can be taken through to future volunteer ward roles
- An opportunity for young volunteers (16/17) to start their volunteer journey
- Develop skills that can be transferred

We will provide:

- Any clearances and checks required for the role
- Mandatory Training as required
- Induction into the hospital and your ward/department
- On-going support from a named member of staff
- On-going support from the central voluntary services team and inclusion in Trust volunteer events and communications
- Health and well-being support and access to physiological support
- Uniform as required
- References should you been looking to secure paid employment or other opportunities
- The opportunity to apply for NHS Jobs, internal vacancies
- Covid-19 keeping yourself safe online training
- Risk reduction checklist to keep yourself and others safe.
- Reimbursement of your travel expenses and a meal if you are volunteering for a full day.

Document ID:

Updated: