

Volunteer Role Description

Post Title:	Post Room Volunteer
Reporting to:	Volunteer Services Manager
Department:	Post Room Main Reception
Base:	Liverpool Women's Hospital, Crown Street
Times:	Mondays to Friday (3 – 4 hour shifts)

The Post Room is busy department sorting and recording all the Mail Distribution within the Hospital.

Role Purpose:

- Delivering Mail around the hospital.
- Collecting Mail from departments within the Hospital.
- You will be given a list of department and door codes to get you round the hospital

Person Spec:

- Able to commit to at least 3 hours a week.
- Must have good communication and people skills.

Training/Support:

No previous experience necessary as full training and support is provided. Completion of the Trusts Volunteer Mandatory Training program and Local Induction is required.

Values Based Behaviours:

<p>Care: we show we care about people</p>	<p>Listens and acts to the concerns of others to bring about improvements for people (patients and staff).</p> <p>Shows empathy to others and a caring attitude to people (staff, patients and the public)</p>
<p>Ambition: we want the best for people</p>	<p>Motivates and coaches others to support them to develop their own capabilities and skills.</p> <p>Links individual development needs with service goals.</p> <p>Has the resilience to keep going in adversity and shows a can do attitude to deliver improvements for others.</p> <p>Strives to ensure the role or service they deliver is the best</p>
<p>Respect: we value the differences and talents of people</p>	<p>Notice the suggestions of others even if you may not agree.</p> <p>Provide constructive feedback.</p> <p>Show appropriate professional standards at all time.</p> <p>Concentrates on what is right rather than who is right.</p>
<p>Engage: we involve people in how we do things</p>	<p>Seeks feedback and input into decision making and service improvement for all people involved (patients, staff and the public).</p> <p>Actively takes others views into account.</p> <p>Shows a positive outlook to delivering the best service possible, and leads others by example.</p>
<p>Learn : we learn from people, past, present and future</p>	<p>Checks outcomes against plan.</p> <p>Uses evidence and experience of others to inform improvements to services for patients and staff</p> <p>Values, generates and uses evidence to lead future improvements</p>