

Volunteer Role Profile – Response Volunteer

Our volunteers are an invaluable part of the hospital team. Working with us in a volunteering role means you're playing a part in delivering the best possible care to our patients and their families.

Summary of role

Volunteers will respond to direct calls/bleeps for assistance to a number of key areas as required by the Trust. Volunteers will be trained to respond to requests in real time situations and have the fluidity to move around according to the daily requirements of the Trust.

Key Tasks

- Collecting TTO's from our Inpatient Pharmacy department and satellite sites and deliver them to wards
- Collecting pathology specimen samples from wards and deliver them to the Pathology Specimen Reception
- Support the timely discharge of patients – transferring patients from wards to the Discharge Lounge

Other Tasks

- Supporting the Emergency Department during times of high pressure
- Make drinks for patients and staff
- Assisting staff with making beds
- Restocking gel dispensers, masks, PPE around the site
- Running items and patient notes in between wards
- Running errands for patients or staff to allow ward staff to stay on the ward
- To undertake patient surveys in a ward environment to understand the experiences of a patient
- Displaying latest information posters around the site
- Other tasks as identified on the day

Hours / Time Commitment

Shifts Monday – Sunday to be agreed

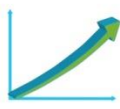
We ask for a minimum commitment of one shift per week, as a regular commitment for a period of six months.

Location and Site

University Hospital, Coventry – various wards and departments



Compassion



Improve



Learn



Openness



Partnership



Pride



Respect

Responsible to

The Voluntary Services Department

Skills and Abilities

- Reliable and punctual
- Professional manner
- Good interpersonal skills
- Ability to communicate well with patients and staff
- Ability to work on own initiative and as part of a team
- Ability to follow instructions
- Aptitude for learning from “on the job” training
- Comfortable working in a fast-paced environment

Training and Support

- Attendance at Volunteers Induction
- Comfort and Nutrition Training
- Clinical Moving and Handling Training
- Pharmacy Runner training – how to deliver TTO's
- Tour of site
- How to use a Bleep
- Support, advice and guidance from the Pharmacy, Pathology and Discharge Lounge teams
- Support, advice and guidance from Voluntary Services Department

Benefits to volunteer

- Meet new people
- Opportunity to develop personal skills and experience
- Opportunity to share your own skills and experiences
- Satisfaction of assisting others and providing an invaluable service to the Trust
- Insight into the workings of a hospital

Dress Code

You will be issued with a volunteer's uniform (polo shirt, blouse or shirt). Volunteer uniform has been introduced to enable our volunteers to be easily identified to visitors, patients and staff. Once you have been issued with your top you will be required to wear it each time you volunteer. The tops should be worn with smart bottoms / skirt.

- Volunteers in clinical areas must be bare below the elbow.
- Volunteers should also wear their ID badge where it can be visibly seen at all times.

Contact

Voluntary Services Department, University Hospital Coventry

Tel: XXXXXXXXXXXXX

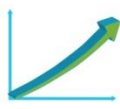
Email: XXXXXXXXXXXXXXXXX

Notes / Specific requirements

- Volunteers should sign in at the beginning of their shift and out at the end of their shift
- Volunteers should report to the Voluntary Services Department



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