

# Urgent Treatment Centre Volunteer

Our busy Urgent Treatment Centres (UTC) treat a range of conditions which are not critical or life threatening. Our volunteers provide vital support for patients in the waiting area by making their visit more comfortable and providing information where needed. This is a busy role for people who like being active and enjoy working with people.

## **This role involves:**

- Welcoming and guiding patients
- Finding wheelchairs where needed
- Fetching refreshments for those waiting for transfer
- Escorting patients to the right ward or area of the hospital
- Providing company and conversation for anxious patients
- Relaying information from reception to patients

## **This role would suit people who:**

- Are friendly, welcoming and confident making conversation
- Have excellent listening skills
- Enjoy practical problem solving and are proactive in providing assistance
- Enjoy physically active roles

## **What to expect from the role:**

- Experience of an urgent care setting
- Development of people skills including supporting people who are upset, in pain, frustrated, anxious etc
- The opportunity be part of a busy, professional team
- The chance to positively impact patient experience at their time of need
- Shifts that can fit around your work or study

## **Free training provided for this role**

- Completion of virtual handbook – Your Volunteer Journey
- Volunteer Induction Session (3hrs face to face or virtual)
- E-Learning for Healthcare – Volunteer Learning Modules
- Local induction and orientation

An opportunity to gain a National Volunteer Certificate

A **free** Enhanced Disclosure and Barring Service (DBS) check is required and provided for this role.

**Service:** Urgent Treatment Centre

**Location:** Lincoln or Gainsborough

**Days/hours:** Flexible hours - choose shifts from Mon-Sun (9-12pm, 12-3pm, 3-6pm & 6-9pm)

For further information about this role please contact the Volunteering Team on [lhnt.volunteer4lchs@nhs.net](mailto:lhnt.volunteer4lchs@nhs.net)