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| **Role** | **Visitor ‘Safety & Triage’ Support Volunteers** |
| Purpose | Provide a presence at the entrance to the hospital, to provide information, ensure visitors maintain compliance with our visitor’s policy and to triage patients and visitors using temperature checking technology. |
| Base | Designated hospital entrances |
| Location: | Chelsea or Sutton |
| Shifts: | All shifts available Monday-Sunday  Ideally, we would like to cover the entrances from 07:00-20:00 so flexible on shift patterns but we are looking for regular and consistent cover (3-4-hour shifts) |
| Key tasks | **Tasks may include the following:**   * Welcome patients, staff and visitors to the hospital and advise of the process for entering the site * Provide up to date information in relation to the visitor’s policy * Ask patients/visitors to complete mandatory Covid\_19 questions * Direct patients or visitors to the location as required or through the appropriate pathway * Using thermometer device for fever checking, measuring the temperature of patients and visitors as they enter the hospital (full training provided) * Escalate identified clinical issues or questions to the appropriate clinical support * Ensure patients and visitors are wearing masks, practice social distancing and hand hygiene procedures as required * Provide general support * Appropriate PPE provided |
| Exclusions | **Volunteers are not expected to be involved in any of the following:**   * Clinical or medical treatments of any kind * Psychological interventions * Moving or handling of patients * Personal care activities including toileting and bathing * Escorting patients off hospital premises * Care must be taken not to give food and drink to patients without direction from a nurse to ensure patients who are on restricted intakes or have individual requirements, are not compromised * Writing in or accessing patient notes unless explicitly directed and signed off by a nurse (e.g. updating family liaison info) |
| Person Specification and Requirements | * Good communication skills * Able to follow instructions * Willingness to help and support staff, patients, visitors * Able to liaise with professional staff at all levels * Able to demonstrate empathy and compassion * Adaptable and willing to learn * Calm and composed * Punctual and reliable * Able to work independently and as part of a team * Understanding of need for confidentiality * Commitment to uphold Trust core values and NHS policies * Recognition of the importance of boundaries * Experience of working within a multi-disciplinary team |
| Training and Support Needs  Specialist training | * Health and Safety * Infection Prevention and Control * Use of Personal Protective Equipment (PPE) * Confidentiality * Safeguarding * Fire Awareness * Prevent * Information Governance * Equality and Diversity * Local Trust induction and orientation * Any other mandatory training as specific by the trust * Wheelchair training required if escorting patients in wheelchairs * Temperature check training for non-clinical staff |
| COVID-19 Guidance | * Volunteers from vulnerable categories as defined by government guidance will need to complete an individual risk assessment prior to being accepted to this role * All volunteers **must** be made aware of the need to stop volunteering should they feel unwell or if they live with someone who has COV19 symptoms and to follow the latest government and NHS advice for the public especially regarding COVID-19 symptoms. * Training, guidance and induction to be provided via e-learning or virtual technology where possible * Volunteers must be provided with the required levels of PPE in line with staff provision and following PHE guidance * Volunteers must be trained in the usage, donning, doffing, and disposal of PPE in line with PHE guidance * Ward based volunteers will mainly be restricted to one ward per shift to reduce transmission risk around the hospital. |

**If you would like to discuss role/shift times further please email volunteer enquiries:** [**volunteer\_enquiries@rmh.nhs.uk**](mailto:volunteer_enquiries@rmh.nhs.uk) **or to apply click here** [**http://bttr.im/pu6vz**](http://bttr.im/pu6vz)