

Telephone Befriender Volunteer Endoscopy

Role Profile

**Volunteers will provide a telephone call to people waiting for an endoscopy (which will be able to confirm or eliminate cancer)
This can be an anxious time for people and the telephone befriending will help patients wait well.**

ABUHB provide endoscopy and colonoscopy procedures to many patients a year to eliminate or diagnose cancer as quickly as possible. Many of these patients may be feeling anxious about having the procedure or require further clarity about the appointment. This volunteer will phone patients a few days prior to the planned procedure and play a key role in reducing patient anxiety, helping patients feel informed, decreasing non attendance to appointments and procedure cancellations.

Experience / Skills	Recruitment Process	Training
<ul style="list-style-type: none"> • Over 18 years of age • Approachable and friendly with a cheerful manner • A confident communicator over the telephone • Able to offer a caring and understanding presence • Good listening skills • Reliable • Honest and trustworthy • Understanding of the needs for confidentiality and will be able to behave accordingly • Willingness to undertake appropriate training • Able to work within our policies and procedures 	<ul style="list-style-type: none"> • Application form • Informal Interview • Signing of role description, confidentiality agreement, information Governance, role requirements • DBS: Level Standard • Occupational Health Clearance. • Right to Work • Reference Checks • ID badge 	<p>Mandatory</p> <ul style="list-style-type: none"> • Equality and Diversity • Communication • Infection Control • Welsh language awareness • Safe working • Safeguarding • Confidentiality • Dementia Friends • Telephone Induction • Cancer Awareness and managing psychological distress <p>Optional</p> <ul style="list-style-type: none"> • Digital Companion • Welsh Online Course • British Sign Language • Mental Health Awareness <p>Any other training relevant to the role</p>

Key Tasks for Volunteers	Tasks NOT to be undertaken by Volunteers
<ul style="list-style-type: none"> • To provide 'waiting well' telephone calls to individuals waiting for endoscopy procedure • To undertake guided conversation with patients - via telephone. • To provide information and signposting via telephone. • To reassure anxious patients or relatives and help answer general (non-clinical) queries. • To listen to patients' concerns and comments, reporting them to staff as appropriate • To adhere to the buddy systems in place for volunteer safety and wellbeing. • To report any concerns to Team member via email or telephone. • To make sure that personal telephone number is withheld for all calls. • To complete Summary Sheet after each call and submit to Clinical staff/navigator 	<p>Do Not:</p> <ul style="list-style-type: none"> • Give out your personal telephone number or home address. • Get involved in aggressive conversations/incidents – report immediately • Undertake tasks, which go beyond the role specification • Offer any clinical advice. All questions must be deferred to clinical staff / Navigator • Assist patients with any services that require sharing their personal details such as making appointments • All questions must be deferred to Navigator in the first instance or the Person Centred Care Team

This Role Profile covers the role of Telephone Befriending Volunteer (Endoscopy).



I have received, read and understood this volunteer role profile.

Name (Please print)

Signature

Date

Please return one signed copy to your supervisor before you begin your placement and retain the other for information.

For further information please contact