

## SHARING OUR OPPORTUNITIES

### Volunteering Role Outline:

<b>Title:</b>	<b>VR069 Hospital Responder</b>
<b>ORGANISATION:</b>	<b>George Eliot Hospital NHS Trust</b>
<b>About the Role:</b>	The time volunteers give each day, in a wide range of roles, makes valuable contribution to the quality of care and patients experience. Ultimately easing some of the pressure on our hospital staff and making somebody's visit a little more comfortable.
<b>Role Objectives:</b>	<ul style="list-style-type: none"> <li>• To provide extra help and support right where the hospital needs it!</li> <li>• Improve the patient and carer experience</li> <li>• Support staff wellbeing and release their time to care</li> <li>• Help Support patient flow and reduce seasonal pressures</li> </ul>
<b>Location:</b>	<b>George Eliot Hospital NHS Trust</b>
<b>Why are we doing this:</b>	In view of seasonal pressures, including the impact of the covid-19; workforce challenges and increased pressure on Acute Hospital Services, volunteers can provide critical support and are integral to the delivery of the NHS Plan. Volunteer Responders can provide a proactive portable resource which is 'tasked based' with focus on the changing needs of the hospital.
<b>What you will be doing:</b>  <b>Responder Tasks include:</b>	<p><b>The volunteer welcome point;</b> Be a first point of contact at the Volunteer Welcome Point at the main entrance of the hospital.</p> <ul style="list-style-type: none"> <li>• Recording Volunteer attendances, encouraging completion of our volunteer activity forms.</li> <li>• Support events within the hospital, help with merchandising, distribution of posters or leaflets, basic admin tasks.</li> <li>• Champion health and safety.</li> <li>• Receive requests to run errands, deliver messages and items between departments</li> <li>• Take in and record incoming patient property and supplies for onward distribution to the wards.</li> </ul> <p><b>On the wards*</b></p> <ul style="list-style-type: none"> <li>• Collect and deliver TTO's [medications] from pharmacy</li> <li>• Help start patient conversations and become involved in buddy schemes - sit with patients, providing company, and distractions, spend time listening.</li> <li>• Help patients gather their belongings to get ready to go home.</li> <li>• Help patients to make contact with their friends and family</li> <li>• Answering the Ward phone to take messages at busy periods</li> <li>• Help patients to complete patient experience surveys</li> <li>• Serving refreshments to patients and their families.</li> </ul> <p><b>The wider hospital departments</b></p> <ul style="list-style-type: none"> <li>• Meet and greet volunteers, patients and staff on arrival at ward or clinical areas – recording attendances</li> </ul>

	<ul style="list-style-type: none"> <li>• Help patients navigate, between departments, accompanying where necessary.</li> <li>• Provide a waiting room companion - wait with patients in waiting rooms or those waiting to go home.</li> <li>• Fetch wheel chairs and other portable equipment.</li> <li>• Assist with other site tasks, such as delivery of supplies from stores, equipment collection</li> <li>• Seasonal support in the hospital gardens, watering or tidying.</li> </ul> <p><b>Intermediate Responder Volunteers</b> Responder Volunteers can be trained in Moving and Handling Level 2 and can therefore take on additional tasks involving patients, for example. Make Beds, help transfer patients, support porters to transport patients.</p>
<p><b>What we need from you;</b></p>	<p><b>As a Responder Volunteer in our hospital you will:</b></p> <ul style="list-style-type: none"> <li>➤ Be able to work in a team</li> <li>➤ Be interested in and have respect for people of all ages</li> <li>➤ Be responsive to, and supportive of patients and staff</li> <li>➤ Demonstrate kindness and compassion, treating everyone with respect and dignity</li> <li>➤ Be a good listener</li> <li>➤ Be comfortable in a ward setting*, where some patients are poorly</li> <li>➤ Be confident to approach staff to ask questions or to be assigned tasks</li> <li>➤ Have patience and enjoy helping and spending time with others</li> <li>➤ Have a sociable nature</li> <li>➤ Have compassion and understanding for vulnerable people at a difficult time in their lives</li> <li>➤ Be discreet and maintain confidentiality</li> <li>➤ Participate in a shift de-brief and submit productivity data to help us monitor the service and obtain future funding.</li> </ul>
<p><b>Boundaries [What volunteers won't do]</b></p>	<p><b>As a volunteer you will NOT need to handle:</b></p> <ul style="list-style-type: none"> <li>• clinical waste</li> <li>• body fluids</li> <li>• instruments/needles/syringes</li> <li>• contaminated waste</li> </ul> <p><b>Volunteers are NOT expected to be involved in any of the following:</b></p> <ul style="list-style-type: none"> <li>• Psychological or clinical interventions</li> <li>• Personal care activities including toileting and bathing</li> <li>• Escorting patients off hospital premises</li> <li>• Volunteers must not question patients or relatives about their conditions or medical treatment etc. and must not give medical advice.</li> </ul>

	<b>No permitted 'People' moving unless Level 2 Moving and Handling has been completed.</b> i.e. lifting, or Moving or handling of patients
<b>When we want you [Hours, days, times]</b>	Responder Volunteers are needed to support in core business hours 08:30-16:30 – Monday to Friday *subject to review Note: If you are helping with the tea/coffee rounds these take place at 11a.m and 3p.m.
<b>Commitment:</b>	<b>Suggested minimum commitment;</b> <b>One 2 - 4hour session per week</b> for 6 weeks - as agreed in advance. Allowing us to plan.
<b>What's in it for you:</b>	<ul style="list-style-type: none"> <li>• A chance to support your local hospital, with the knowledge you are playing a key part in helping local people</li> <li>• Meet new and like-minded people</li> <li>• Increase confidence</li> <li>• Become part of a team</li> <li>• A chance to learn new or improve existing skills, with training and ongoing support</li> <li>• Experience the hospital as a workplace</li> <li>• Access to the trusts' wellbeing support and information; why not take 'the smile mile walk on your break' 😊</li> </ul>
<b>Driving Licence and vehicle required:</b>	N/a
<b>Travel/out of pocket expenses:</b>	Meal Vouchers whilst volunteering [each shift] Free onsite parking permit Volunteer Polo Shirt and fleece
<b>Number of Volunteers required</b>	<ul style="list-style-type: none"> <li>• 30</li> </ul>
<b>Responder Volunteer requirements:</b>	<ul style="list-style-type: none"> <li>• Be aged 18 years or older to undertake ward tasks*</li> <li>• All volunteers will be DBS checked</li> <li>• Volunteers are required to sign up to the Volunteer Agreement, and confidentiality statement.</li> <li>• Meet the standards of the trust Infection Prevention policy. [We are above elbow workers].</li> <li>• Observe the current infection prevention and control practices at all times; wear and remove PPE as instructed.</li> <li>• Adhere to trust policies, ie. Data Security and Confidentiality</li> <li>• Undergo mandatory training and any identified additional training relevant to their role.</li> <li>• Be well presented and identifiable by their yellow volunteer badge, Trust ID and volunteer uniform.</li> </ul>
<b>Accountability:</b>	All volunteers are accountable to a member of staff. All volunteers are required to read and sign the Volunteer Agreement and will fulfil their roles under the same health and safety, employment regulations and confidentiality as employed personnel.  Responder Volunteers will be accountable to the Volunteer

	<p>Coordinator, or ward manager in their designated area/ward.</p> <p>Volunteers are subject the DBS disclosure deemed necessary for the role. [Standard or enhanced DBS].</p>
<p><b>How to apply:</b></p>	<p>Expressions of interest to: (email address)</p> <p>for an informal chat please contact: Hospital Voluntary Services Coordinator, XXXXXXXXX</p> <p>To make an application direct here is the link to Better Impact, or Volunteering Webpages &amp; Application Form XXXXXXXXXXXXX</p> <p>For help on making an application or the recruitment process please contact Volunteer Recruitment Officer XXXXXX on XXXXXXX</p>