*Volunteer Role Description*

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| **Role** | **Vaccination Support Volunteer** |
| Purpose: | In preparation for an increased Covid\_19 vaccination programme we are seeking volunteers to support staff in its delivery by assisting with a selection of duties including basic administration support, non-clinical patient support and vaccinator support. |
| Base: | The Cripps |
| Location: | Sutton/Chelsea and potentially the option depending upon need to support NW London’s wider vaccination program |
| Shifts required: | **Monday-Friday**  Morning: 8.30am – 12.30pm  Afternoon 12.30pm – 5.30pm |
| Key tasks: | We require volunteer support in anticipation for additional workload to support staff with the COVID\_19 vaccination program, involvement is dependent on the identified needs, which currently are unknown and changeable at the last minute, this role may require patience with the service whilst it adapts to new processes  **Tasks may include the following:**   * Greeting and welcoming patients * Ensuring IPC guidance for public is being followed such as using hand gel/masks. * Ensuring patients are ok after their vaccine while they wait. * Entering patient data as instructed by clinical staff where appropriate * Recording any relevant information as directed by staff * Maintaining boundaries and confidentiality * Supporting the vaccinator |
| 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 (except wheelchair trained volunteers) * Personal care activities including toileting and bathing * Escorting patients off hospital premises * Volunteers should not involve themselves in admission or discharge of patients |
| Person Specification and Requirements: | * Good communication skills * Relate to people in a polite, friendly and courteous manner * Able to follow instructions * Willingness to help and support staff and patients * 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 * Comfortable in a clinical environment with patients that may be anxious, distressed or acutely unwell * Comfortable working in a fast-paced environment * Understanding of need for confidentiality * Commitment to uphold Trust core values and NHS policies * To uphold Covid\_19 guidance and regulations. |
| Training: | * Risk & Safety * Manual Handling * Infection Prevention and Control * Use of Personal Protective Equipment (PPE) * Data Awareness & Security * Safeguarding Adults * Safeguarding Children * Equality and Diversity * Fire Safety * Wheelchair Training |
| Support Needs: | * Volunteer Service Coordinator (1:1 support) * PPE provided * A Standard DBS is required for this role |
| Covid\_19 Guidance: | * This role has been risk assessed and mitigations put in place to minimise risks associated with Covid\_19 |