



**Central and  
North West London**  
NHS Foundation Trust

# Volunteer Assistant (Children's Integrated Therapy Service)

Children's Integrated Therapy Service (CITS) is a multi-therapies service consisting of Speech and Language Therapy, Physiotherapy and Occupational Therapy, embedded in a multi-disciplinary, Community Children's Team. The Service is centrally based within the Child Development Centre in Hillingdon and working with children and young people aged 1-19 with a range of needs.

## **ABOUT THE ROLE**

The team are looking for volunteers who can provide practical and admin support with a range of tasks, including making therapy resources, helping with setting up therapy sessions, welcoming patients and helping at reception.

This is a great role if you are interested in a career within the NHS children and Therapy services.

## **COMMITMENT AND LOCATION**

To make the most of the training and learning, we are looking for someone who can commit for a minimum 6 months for 14 hours per week, which can be flexible around days and hours.

The service is based at: *Child Development Centre, The Woodlands Centre, Hillingdon Hospital, Pield Heath Road, Uxbridge, UB8 3NN*

## **KEY TASKS**

- Supporting in the practical delivery of the therapy session
- Being part of the multidisciplinary team and helping in planning for coming sessions
- Supporting with preparation of activities, including the tidying up, clearing and cleaning of resources/ toys/ equipment for Covid support

- Support in making therapy resources, printing and laminating them
- Monitoring and informing team so stock is replenished and they can order admin and therapy resources
- Accepting deliveries and help in stocking the storage cupboard
- Supporting the team with general admin tasks such as printing, laminating, posting
- Support the team in some specific activities, such as completing Friends' and Family Tests

#### **KEY TRAITS, SKILLS AND EXPERIENCE**

- Reliability: to be someone we can rely on - consistent and dependable
- Warm, empathetic, friendly, tolerant and considerate
- Initiative to identify tasks and support staff and patients
- Some basic IT knowledge
- Adaptable and willing to learn
- A team player, being helpful, communicative, open, respectful and honest
- The ability to work independently whilst staying within the role's boundaries
- Committed to the values and policies of the Trust, including Data Protection and Equal Opportunities
- Let us know if you can speak other languages – as our patients come from a diverse community and some don't speak English as their first language

#### **WHAT IS IN THERE FOR YOU?**

- The satisfaction of providing crucial support to NHS Staff and users in a time of growing pressure
- Experience and insight into working within the healthcare sector, really valuable if you are considering a career in health services or in customer service support roles
- Opportunity to gain the National Volunteer Certificate (NVC) accredited by Health Education England
- Full support and a range of relevant training, including Confidentiality, Safeguarding and Equality and Diversity
- Local induction and orientation
- A reference for future volunteering or employment, after 6 months
- Following our expenses policy, reimbursement of agreed expenses