

**Volunteer Discharge Support Team**

**Role and Person Specification Criteria**

**We are looking for caring and passionate people who want to make a difference to join our organisation. Providing excellent, high quality care is our priority and we want people who share our vision to join us.**

**The work volunteers do makes such a difference to staff, patients and visitors, and we are very grateful for their efforts. Volunteers play a valuable role across the hospital and within our community and can do from two hours a week to as many hours as they can spare. The hours and duties are adapted to fit in with the lives and interests of the volunteer, with some working during the days and some in the evenings or weekends.**

**Role outline**

Working under the supervision of staff to provide a service which supports all discharge functions, including supporting staff, patients and family whilst maintaining respect for individuality, confidentiality and the dignity of all patients.

The role includes:

* Meeting patients whilst on wards or in Discharge Lounge to establish a relationship to be developed upon discharge.
* To collect patients from across the Trust and escort to the Discharge Lounge. May be required to support wheelchair users, (For which training will be provided).
* To ensure patient’s well-being and comfort whilst they are waiting final preparations before they leave the Trust.
* As necessary, arranging transport via volunteer drivers.
* To talk/chat to patients who are waiting, acting as liaison between patients and the staff. Taking and passing messages appropriately.
* When necessary and appropriate, collect medication from pharmacy ensuring guidance is followed at all times.
* To offer refreshments to patients.
* To escort patients to toilets and to areas for collection when necessary.
* To escort patients to their place of home and ensure their safe arrival. Reporting any causes of concern to an appropriate staff member for prompt action.
* Maintaining contact and support with discharged patients for 28 days either by visits to home or by phone to ensure they are integrated into the community and are given opportunities to take up further offers of support from the public and volunteer sector, ie local authority support networks, volunteer lunch clubs, etc.
* Acting as liaison between patient and the Trust to ensure safe re integration into the community.
* If required, to undertake any other duties required following any appropriate training and guidance from staff.

**Additional information**

* These roles are needed Mon to Sun, 10am to 6pm. We don’t expect volunteers to cover all these hours, any hours you can support will be greatly appreciated.

**Uniform**

You will be issued with a polo shirt which identifies you as a volunteer. This should be worn with suitable trousers or skirt and appropriate footwear i.e. not sandals. You will be required to wear an ID badge at all times whilst you are carrying out volunteer duties.

The Trust uniform and personal appearance policy applies to all staff and volunteers and the main points of this policy which you should note are that, while on clinical areas, you must not wear a wristwatch, bracelets or stoned rings as these items of jewellery can prevent good hand hygiene.

**Meals**

You will be issued with a voucher for the staff restaurant which you can use to get a snack and a drink.

**Travel expenses/car parking**

You will be able to claim travel expenses whilst volunteering in the Trust and will not be charged for parking in the Trust car park when you are volunteering. You will need to complete a registration form for the Trust car parking system. However you should note that if you use the Trust car parks at times when you are not volunteering, for example if you are visiting or attending a clinic, you will be required to pay the appropriate fee.

**Training**

You will be required to undertake Trust induction training, wheelchair use training, Local services training and any other training deemed appropriate. This may include dementia awareness training.

**DBS**

An enhanced DBS will be required for this role.

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| **Person Specification Criteria** | **Essential** |
| **Education/qualifications**   * Good standard of oral/written English. | **√** |
| **Skills and Knowledge**   * Excellent communication skills – talking and listening to patients. * Able to keep calm in sometimes challenging situations. * Effective interpersonal skills. * Appreciation of confidentiality issues. * Ability to adapt to change within busy environment. * Be self-motivated. | **√** |
| **Other Requirements**   * Follow appropriate aspects of Trust policies at all times. * An understanding of the importance of confidentiality, respect, dignity and compassion. * Self-awareness of assets and limitations. * Understanding of volunteering culture. * Conduct yourself in a mature and responsible manner. * Reliable, with good time management skills. * Ability to deal with potentially stressful situations. * Flexible/adaptable. * Willing to work in teams and ability to work well in groups. * Open to being challenged in regard to their knowledge and life experience. | **√** |

**Contact details:**

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