

Volunteer role description

Wellbeing Phone Call

Why we need your help

We are looking for Wellbeing Telephone Call Volunteer to support patients on Waiting Lists and Post Discharge. Calls will be made from Derriford to the individuals to provide a friendly and supportive conversation. You will need to be a good listener and clear communicator with an empathetic nature to fulfil this role.

We know from other hospitals that calls made to discharged patients reduces readmission and increases awareness of community services for them and their carers. With support from NHS England this service is being brought to Derriford and we are looking for skilled and enthusiastic people to join our team.

What you will gain from this role

- Opportunity to hone conversational and interpersonal skills.
- Gain experience in talking to patients.
- Positively influence the wellbeing of patients therefore helping to relieve the pressure on the NHS.
- Achieve a sense of wellbeing by helping others.
- You will receive support and training to help you fulfil this role.
- Be part of a brilliant NHS volunteering team

What does a Well Being Phone Call Volunteer do?

- Speaks to patients via a phone call within a few days of leaving hospital to ensure they are ok and help direct them to support if they need it.
- Calls patients currently on waiting lists to reach out and keep in touch.
- Understands the need for confidentiality.
- Signposts to additional support if required using provided information.
- Raises any concerns if required.
- Helps to pack and distribute “Going home bags” of provisions for patients to take away with them when they leave hospital

What skills or experience do you need?

- Excellent communication skills, talking and listening to patients, with a good standard of oral English.
- Experience of making phone calls in a professional capacity is desirable
- A good telephone manner, with a calm and empathetic tone.
- Understand and comply with confidentiality requirements.
- Have a professional and friendly manner, with the ability to work in a small team with minimal supervision at times.
- Enjoy talking to others and brightening people's day
- Be committed to the role, attend regularly, be punctual and dependable.
- Good judgement to know when to ask for help.
- Be available for training as required.

Location

Level 6 Welcome Hub and Level 7 Patient Services Office, Derriford Hospital, Plymouth

Days and times required

Monday – Sunday 9.30am -12.00pm and 1.00pm - 3.30pm

Other requirements

Applicants must be at least 18 to volunteer in this role.

Training Modules

All mandatory e-learning will need to be carried out including safeguarding, patient confidentiality and infection control. Additional training will be offered once volunteering has commenced.

Application requirements

DBS check and formal volunteer registration.

Contacts

For more information or if you have any questions regarding this role, please contact

plh-tr.volunteerenquiry@nhs.net