

Volunteer Role Description

Family Link Volunteer

Why we need your help

Traditionally patients really look forward to visits from and contact with family and friends, but visiting has been restricted in most hospitals due to the ongoing covid-19 pandemic. We recognise however, that, as a large regional hospital, not all relatives and friends, live close enough to visit regularly. This volunteer role helps to maintain the link between patients and their loved ones in a positive and practical way.

What you will gain from this role

If you are considering working in healthcare, you will benefit from gaining experience in a busy hospital environment. You'll get to know how a ward runs, observe healthcare professionals in their roles as well as the opportunity to find out what inspired them.

You will be able to improve your digital skills by using digital equipment regularly.

As you interact with patients and staff you'll increase your social and communication skills and improve your self-confidence.

You'll be able to keep fit and active.

You'll have the knowledge you have made a positive difference to Derriford hospital.

What does a Family Link Volunteer do?

As a Family Link Volunteer you'll be using a mobile phone and/or tablet provided, to take scheduled, pre-booked calls from friends and relatives who would like to make contact with one of our patients. You'll visit the ward or area where the patient is staying and help to facilitate the call.

This may simply mean handing the phone or tablet to the patient, setting up the equipment for patients and using a specialist tablet stand to help the patient see the screen, or relaying the conversation to the patient.

You may also deliver notes and cards from friends and relatives, to patients on the wards.

- Check the pre-booked phone calls for your shift.
- Locate the patient and the ward.
- Set up the equipment for the phone/video call.
- Start the patient's phone call and remain with them until the call has finished.
- Speak to patients on wards and give them company between calls.

- Bring the equipment back to the locked trolley and place on charge.

What we won't ask you to do

- We won't ask you to make calls to patients' friends or relatives to pass on any patient information.
- You won't be responsible for making decisions about who is able to make or receive a call.
- You won't be asked to take general phone calls or messages.

What skills or experience do you need?

- Excellent communication skills – talking and listening to patients and staff – with a good standard of oral English
- Understand and comply with confidentiality requirements
- Have a professional and friendly demeanour, and able to work in a team
- Be committed to the role and attend regularly. Be punctual and dependable.
- Within the boundaries of your role, be self-motivated and able to help without direct supervision
- The ability to know when to seek help.
- Have a basic knowledge of using technology (although full training will be given).

Location

Derriford Hospital, Plymouth

Days and times required

10.00-12.00

12.00-14.00

14.00-16.00

Supervision provided by

Rosalind Smith

Other requirements

Applicants must be at least 16 to volunteer in this role.

Training:

Trust Induction

Manual Handling

Fire Safety

Safeguarding

Infection Control

Information Governance (Data Protection and Confidentiality)

Resuscitation Theory

Family Link On-Site Training

Application requirements: An enhanced Disclosure & Barring Service check, formal volunteer registration.

If you have any questions regarding Family Link Volunteering, please contact
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