South Warwickshire NHS
NHS Foundation Trust

Community Children's Nursing Team
Community and Home Support Volunteers.

Accountable to:
CCNT Lead Nurse for Volunteers, CCN Team Manager and SWFT Volunteer Coordinator

General Roles and Responsibilities.
What we ask of you:

- To be aged over 18 years.
- To undergo enhanced Disclosure and Barring Service (DBS) Check.
- To be able to commit to volunteer work for at least 6 months.
- To be able to commit a full morning/ afternoon/ evening to any request.
- To give one month's notice in writing to allow alternate arrangements to be made.
- To dress appropriately for the purpose of the volunteer work.
- To be motivated, friendly, and approachable, and able to work within any community setting.
- To be a good listener and like helping people.
- To be able to work as part of a team with other volunteers and staff, and to make new people feel welcome.
- To be willing to undergo all required training, both online and face to face.
- To observe the policies and procedures of SWFT, Confidentiality, Security and Health & Safety.
- Complete records if required to do so.
- Attend supervision/ debriefs as required.
- Feedback to Volunteer Coordinator of any relevant issues or concerns.
- It would be great if you can drive but it's not essential.

What you can expect of us:

- Full training for the role.
- Membership of a supportive, friendly team of volunteers and community children's nurses/ carers.
- Regular communication and updates.
- 24hr access to support and advice.
- Regular opportunities to de-brief and have supervision.
- A uniform and PPE where appropriate/ required.
- Renumeration for mileage and/or other expenses.

Activities may include:

- Housework.
- Gardening.
- Decorating.
- Ironing.
- Shopping.

Approved

Reviewed
Alison Cooke 29/12/2020

- Driving and providing transport.
- Support for wider family members, including siblings - e.g. taking and picking up from school/ activities or to the park.
- Arranging and finding out about children and young people's group activities on behalf of parents/carers.
- Supporting group activities for parents/families/ children and young people.
- Completing grant/ funding applications.
- Other Activities felt to be appropriate to meet the needs of the family.

Additional Roles

As volunteers feel more confident, they may wish to take on a more involved role with families. This may include:

- Crisis Intervention:
  This can be applied when usual family support systems are temporarily unavailable. This level of service can be offered for up to 4 weeks and under constant review. Volunteers maybe required to be more available during this time depending on the needs of the family.
- Palliative Care and Bereavement:
- We are now piloting a project for experienced volunteers to support families whose child or young person is approaching the end-of-life phase of their illness. Full training, support and supervision will be given.
- Please note: Volunteers who undertake this role will be required to have had at least 12 months' experience and must commit to undertake specialist training for the role.

Review Date:

April 2022

Approved

Reviewed
Alison Cooke 29/12/2020