VOLUNTEER ROLE DESCRIPTION

Role	Response Volunteer (Busy Bee) Trustwide (Ref No RD037)
Purpose	Volunteers will be directed and placed by a Volunteer Supervisor to assist in a number of key areas as required by the trust. Volunteers will be trained to respond to requests in real time situations and have the fluidity to move around according to the daily requirements of the trust
Base	Volunteer will be based at their local ULHT hospital site.
Key tasks	The responder will be placed in area of priority need as directed by the Volunteer Supervisor in any of the following four roles; **<u>1 Emergency department Volunteer</u>** To assist the ED clinical staff with non-clinical to enhance and support patients / visitors accessing the three emergency departments by undertaking non-clinical tasks in these busy areas • Answer general queries and direct them to an appropriate member of staff if more detailed information is required • Act as navigator to patients/visitors, orientating them round the department • Explain to patients about the Health Care cost recovery scheme. • Escort patients and visitors to other areas of the hospital as appropriate • Alert staff to anyone requiring extra attention • Assist in tidying the ED environment, wearing protective clothing as required and stocking trollies as appropriate • Carry out administration tasks such as photocopying/taking notes to be scanned, counting FFT cards • Make and serve beverages for patients as advised by staff. • Sit and chat, spend time with patients. • Identify vulnerable patients who may require regular reassurance and assistance • Encourage patients to complete the Friends and Family test feedback, being aware of the alternative formats as required i.e. large print, easy read, language line, website options. • Encourage patients and visitors to take action to prevent infection e.g. hand hygiene use of hand sanitizers. • Transporting low risk patients in wheelchairs to other departments/wards (Once training as been carried out) • Running errands for clinical staff (ie Dropping pharmacy prescriptions and path lab. Samples)

	This list is not exhaustive; as the role develops additional tasks may be added with agreement by department managers and the voluntary services team. Tasks that are not undertaken by volunteers include: • Chaperoning patients during clinical assessment **<u>2 Ward Buddy Volunteer</u>** **Supporting patients and staff as part of a multidisciplinary team by providing an additional pair of hands to assist with non-clinical activities on a specific ward.** Tasks may include the following: Support with hydration and nutrition • Helping patients to choose meals and fill out order cards • Offering support to serve meals, refreshments and snacks. • Supporting patients to ensure they are drinking enough water and with assistance at mealtimes. • Offering support or prompting patients to eat, helping to ensure food is cut up, opened and accessible as required. • Helping to feed patients (only with additional training) • Keep patient and staff water jugs filled and provide tea and coffee • Making drinks for staff Befriending /patient support • Offering support to patients – talking to, and interacting with patients to promote their wellbeing, recovery, safety and comfort on the ward. • Supporting virtual visiting and helping patients to remain in contact with their family and friends using technology or relaying messages where appropriate • Supporting the gathering of information for family liaison service • Encouraging patients to get up in the morning and to go to bed at night and to occupy themselves during the day. • Reading to patients or supporting them with individual activities, where appropriate • Support and facilitate patient engagement activity to include music, arts and crafts, bingo • Ensuring patients have the essential items they need. Liaise with response volunteers (if in place) to run errands for patients. • Accompany patients medically fit and able, off the ward for a walk or visit to the gardens – including use of wheelchair,

	if needed (the patient must be able to get in/out on their own) (subject to additional wheelchair training) Cleaning and restocking of bed areas • Clearing patient area after a patient leaves, wiping down trollies, tables, chairs in accordance with local policies and procedures • Supporting staff to check oxygen and suction following each change of patient • Checking stocks of linen, calling linen room to replenish as necessary • Helping restock PPE, equipment and supplies Supporting patient discharge from ward • Supporting initiation of discharge planning with new arrivals on wards • Discussing discharge plans with patients helping to answer questions and alleviate concerns • Supporting staff to make onward referrals and ensuring arrangements in place for patients on discharge • Checking with the nurse in charge if any orders need to be obtained from pharmacy, calling pharmacy runners to collect where possible • Assist patients / visitors complete Friends and Family Test (FFT) questionnaires prior to discharge • Completing a discharge checklist with patients, helping patients to call relatives • Liaising with porters and discharge lounges when patients ready to leave the ward Other tasks may include; • To support administrative tasks such as filing and photocopying • Making up admission packs • Errands to pharmacy and Pathology • Answering telephone and taking messages for staff Further tasks and duties as identified by Ward Matron and staff team **<u>3 Discharge Lounge Volunteer</u>** **To provide support for the patients on the Discharge Lounge and individual social interaction in order to enhance the stay of patients.** Tasks may include the following: • Collect patients and welcome visitors to the Discharge Lounge • Provide information to patients where required

	• Escort patients to other areas of the hospital using wheelchair • Work with ward house keeper as required • Sit and chat to patients • Run errands for staff on request • Assist with meals and drinks (after completing training) • Help to keep storage areas tidy • Collect medicines from Pharmacy (after completing training). **<u>4 Pharmacy Delivery and Collection Volunteer</u>** **Volunteers working in this role provide support to the pharmacy and wards by assisting with the delivery and collection of packages between the wards and pharmacy.** Duties/Key Responsibilities/Tasks: • Report to the Dispensary Senior Technician or designated person in charge at the start and end of each duty period. • Undertake duties allocated by Senior Technician: • Collect pharmacy paperwork and prescriptions as instructed, from wards and departments including theatres as directed • Deliver packages from pharmacy to wards and departments as directed, and collect any further orders. **Other Duties**: Due to the uncertainties surrounding the ongoing COVID restrictions at ULHT hospitals, and the unknown future impact of Winter pressures on services, additional duties and roles may need to be added to this role to address the challenge of developing circumstances. Full details, training and guidance will be provided in advance of any proposed changes.
Exclusions	**Volunteers are not expected to be involved in any of the following:** • Clinical or medical treatments of any kind • Psychological interventions • Moving or handling of patients • Personal care activities including toileting and bathing • Escorting patients off hospital premises • Volunteers can escort patients, but the patient must be able to get in/out of the wheelchair on their own
Person Specification and Requirements	• Good communication skills • Able to follow instructions • Willingness to help and support staff and patients • Able to liaise with professional staff at all levels • Able to demonstrate empathy and compassion • Adaptable and willing to learn • Calm and composed

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- Punctual and reliable
- Able to work independently and as part of a team
- Comfortable working in a fast-paced environment
- Understanding of need for confidentiality
- Commitment to uphold trust core values and NHS policies
- Flexible and responsive – able to think on one's feet and to change activities quickly throughout a shift

This role may involve lots of walking around the trust, volunteers must be physically able to manage this
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<tr><td>Training and Support Needs</td><td>

- Health and Safety
- Infection Prevention and Control
- Use of Personal Protective Equipment (PPE) (if required for the role)
- Confidentiality
- Safeguarding
- Equality and Diversity
- Local trust induction and orientation
- Wheelchair training if required
- Any other mandatory training as specific by the trust
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<tr><td>Dress Code</td><td>

- Your issued Volunteer uniform top, ID badge and volunteer lanyard must be worn at all times to clearly show that you are volunteering
- All volunteers are expected to follow the Dress Code Policy
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<tr><td>DBS Check Requirements</td><td>

Using the guidance matrix below provided by HR, the DBS check requirement for this role is;

<u>CATEGORY 1 – Enhanced – Adult and Child</u>

<table>
<tr><th>Category</th><th>Duties - examples</th><th>Level of DBS clearance</th></tr>
<tr><td>1 – high</td><td>Ward visitor (physical assistance)/Feeding Assistance/Sexual Health Education/ Play assistant unsupervised/Wheelchair Assistance</td><td>Enhanced with barring (either adult, child or both but must depend on ward and not both for ease)

Highlight:

Adult Child Both</td></tr>
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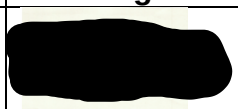
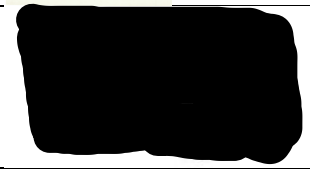
	2 – medium	Play assistant supervised/Breast Clinic Chaperone	Enhanced (no barring)
	3 – low	*Trolley service on the ward (no feeding assistance)/Ward visitor (no assistance)*	*Standard Check*
	4 – none	Restaurant/Coffee Shop/Newsagent/Meet, Greet, Guide/Main Reception	No DBS required
COVID-19 Guidance	• All roles should be risk assessed and mitigations put in place to minimise risks. • The latest Government advice should be taken into account particularly for groups of people considered clinically vulnerable (link here). • Volunteers advised to shield or who are self-isolating should be supported to stay at home and can volunteer remotely if appropriate/possible. • All volunteers **must** be made aware of the need to stop volunteering should they feel unwell and to follow the latest government and NHS advice for the public especially regarding COVID-19 symptoms. • Training, guidance and induction to be provided via e-learning or virtual technology where possible • To reduce risk of transmission, Meet and Greet volunteers shouldn't enter wards or clinical areas where at all possible – if escorting patients, handover to staff on wards/clinical areas at the entrance to relevant ward/department • The role is not based in a clinical area in direct contact with patients, but patients will pass through the public area of the building to get in/out of the wards. Social distancing and good hand hygiene should be adhered to. If general social distancing measures can't be implemented then use of PPE should be assessed • If required, volunteers must be provided with the required levels of PPE in line with staff provision and following PHE guidance		

	• If required, volunteers must be trained in the usage, donning, doffing, and disposal of PPE in line with PHE guidance

Where roles involve volunteers having direct patient contact/volunteering in COVID-19 positive environments then the trust is responsible for provision of PPE that is commensurate with the tasks they are being asked to do, in line with the national guidance on PPE requirements.

Task Description role authorised by;

Name	Job Title	Signature	Date
Andrew Tysoe	**Voluntary Services Manager**		09 November 2021
Jennie Negus	**Head of Patient Experience**		09 November 2021