Volunteer role title: **Active Response Volunteer**

Location: Central Site (Royal Hallamshire Hospital, Jessop Wing, Charles Clifford & Weston Park Hospital) and the Northern General Hospital Site

Sheffield Teaching Hospitals NHS Foundation Trust:

Sheffield Teaching Hospitals NHS Foundation Trust is one of the UK's largest, busiest and most successful NHS Foundation Trusts. We provide a full range of hospital and community services for people in Sheffield, as well as specialist care for patients from further afield. We manage five of Yorkshire's best known teaching hospitals including:

- Northern General Hospital
- Royal Hallamshire Hospital
- Charles Clifford Dental Hospital
- Weston Park Cancer Hospital
- Jessop Wing Maternity Hospital

We have a long history of providing high quality care, clinical excellence and innovation in medical research.

With around 17,000 employees, we are one of the biggest employers locally. We aim to reflect the diversity of local communities and are proud of our new and existing partnerships with local people, patients, neighbouring NHS organisations, Local Authority and charitable bodies.

The Voluntary Services Team:

STH Voluntary Services Team is supported by the Sheffield Hospitals Charity. We provide volunteer-led services which enhance patient and visitor experience and support staff in their areas. Volunteer roles include Hospital Welcomers, Ward-based Support, Pharmacy Volunteers and Patient Feedback Volunteers.

About the Role:

Active Response volunteers proactively respond to request from wards, Outpatient Clinics and other teams at the hospitals.

The role has been developed to support staff in the Trust with tasks and errands that may take them away from their normal duties. Also, to provide a service that enhances patient care.

The requests will be received by mobile phone so that volunteers can react quickly to calls, no matter where they are on the hospital site.

As an Active Response Volunteer you may be asked to:

- Collect patients' medications from Pharmacy and deliver to staff on wards or in departments, following the required protocols and associated paperwork
- Collect/deliver patient samples (e.g. from Outpatients Clinics to labs).
- Collect and deliver medical notes around the hospital
- Accompany patients from a ward or clinic to other areas of the hospital site (e.g. Radiology). Helping to escort patients who are going home from clinics and wards to the main hospital entrance and/or assist in booking taxis.
- Help to transport a patient by wheelchair to an appointment, Daycase Unit or ward (if no porters are available).
- Find wheelchairs; bring them back to the main entrance of the hospital.
- Help with the patients' meal service on wards or in Daycase Units *(NB volunteers must have completed the Catering Training before serving any food or drinks to patients)*
- Help wards and departments to replenish stocks of small items
- Meet and greet visitors/patients at the hospital main entrances and in other busy areas. Provide directions and information.
- Help with admin duties (e.g. laminating, photocopying, putting together patient information packs).

- Assist with Patient Feedback surveys (e.g. Friends & Family telephone surveys).
- Spend time with patients; provide companionship and reassurance.
- Help to sort and distribute items of clothing donated to the Clothing Project

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As an Active Response Volunteer you will <u>not</u> be asked to:

- Provide medical assistance or advice to patients
- Give personal care, such as assisting patients to use the toilet
- Deal with threatening behaviours, complaints and/or incidents
- Move and handle patients or non-patient heavy items
- Chaperone patients or interpret for clinical staff

Skills and experience needed:

Previous experience is not necessary, as training will be provided. This volunteer role would suit individuals who are:

- Able to communicate well and like talking to people
- Happy to work on their own as well as with other volunteers
- Good listeners
- Friendly and approachable
- Able to walk around the hospital site (this is an active role)

Attitudes and Values needed:

- Non-judgmental
- Committed to Equal Opportunities practice
- Reliable and trustworthy
- Has respect for others
- A team worker

Time Commitment:

Volunteers must commit to 4 hours per week, for a minimum of 6 months.
The Active Response volunteer role covers weekdays, 10am to 2pm.

Contacts:

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XXX

Location XXX

XXX:

Tel: XXX **Mobile:** XXX

Email : XXX

XXX:

Tel: XXX **Mobile:** XXX

Email: XXX

For general enquiries contact us via:

Email: XXX
Call: XXX
Twitter: XXX
Write to us at: Voluntary ServicesTeam, XXX