

VOLUNTEER ROLE DESCRIPTION

AREA OF WORK: Responder volunteers – MKUH hospital site

CONTACT PERSON

Voluntary Services Administrator
Voluntary Services Manager

Tel: 01908 996060
Tel: 01908 996058

TIMES/DAYS VOLUNTEER REQUIRED:

Monday to Friday

09.00 – 13.00 hours; 13.00 – 16.00 hours and 16.00 – 19.00 hours

Saturday

09.00 – 13.00 hours and 13.00 – 16.00 hours

REASON VOLUNTEER REQUIRED:

To assist staff (and patients) with one off requests, as listed below. To enhance patients' stay in hospital, help with the patient flow through the hospital and support support staff with incidental errands as required.

DESCRIPTION OF DEPARTMENT:

You will be assigned to the Voluntary Services offices and should sign in and collect your device and workflow sheets.

ESSENTIAL SKILLS:

1. Friendly and positive outlook
2. Good communication skills
3. Ability to work as part of a team
4. Compliant with requests from staff
5. Ability to actively listen
6. Creative and spontaneous to patients' needs
7. Ability to mobilise independently to show people around site and run errands using lifts and/or stairs
8. Confident and able to work alone but to take instruction from team and peers/colleague
9. Flexible

THE VOLUNTEER IS REQUIRED:

1. Adhere to the signed voluntary agreement and sign in using the signing in sheet provided in the placement area.
2. To understand the importance of Fire Precautions and be aware of local policies regarding emergency procedures and Health & Safety regulations.
3. To observe the confidentiality rules of the Trust in respect of patients and staff.

4. To attend the Trust's Volunteer Induction, Mandatory and Statutory Training and the relevant refreshers thereafter, along with any other relevant training that is required for the role.
5. To understand that no personal care, clinical care including observations and personal medical advice is provided to patients
6. Maintain an appropriate, professional relationship towards staff, patients and their relatives.

DESCRIPTION OF VOLUNTEER DUTIES:

1. Collecting 'To Take Out' (TTO) medications from Pharmacy and delivering to wards
2. Undertake patient feedback surveys
3. Act as wayfinder across the site, assisting those who may be lost and need help
4. Support the Dining Companion programme
5. Helping patients to prepare for discharge home, helping to pack up belongings, issuing comfort packs
6. Transporting patients to various wards and departments across the hospital either on foot or pushing wheelchairs
7. Escorting a patient to a test or examination
8. Seek out and return wheelchairs to main entrance
9. Befriending services, sitting for short periods with patients as requested and if time allows, e.g. whilst they wait for outpatient appointment
10. Basic administration duties, collation of patient packs, photocopying, scanning etc.
11. Fetching and carrying small items as requested by staff or patients (syringe drivers, newspapers etc)
12. Be aware of and signpost to other appropriate hospital based services, i.e. PALS, AgeUK and CarersMK

DBS LEVEL: Standard

TRAINING REQUIREMENTS: Volunteers' Induction and Mandatory Training sessions;
Wheelchair training
Dining Companion training
Medicines management
Use of mobile devices and any appropriate software packages