Volunteer Role Description

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| **Role name** | **Southmead Hospital Charity Volunteer** |
| **Purpose summary** | This role supports Southmead Hospital Charity’s aim to transform care for the million patients treated at the North Bristol NHS Trust (NBT) every year. You’ll be working closely with the Charity’s Community team to raise vital funds and the Charity’s profile in the community.  In 2022/23, our supporters helped us raise £1.7million and we delivered 522 innovative and supportive projects that are over and above what the NHS provide. Read more in our [Impact Report 2022/23](https://www.southmeadhospitalcharity.org.uk/what-we-do/impact-report/).  By becoming a Southmead Hospital Charity volunteer, you’ll help our hard-working hospitals go even further. |
| **Recruitment Manager** | Bwalya Treasure  Volunteer Services Manager |
| **Line Manager** | Hannah Jones, Community Fundraising Manager at Southmead Hospital Charity |
| **Main point of**  **contact/supervisor** | Hannah Jones |
| **Commitment level** | We would expect a minimum of a 12-month commitment.  This role tends not to have regular days/hours as opportunities largely depend on upcoming fundraising events. We ask that you aim to help at least once a month, with a willingness to do more during our busier times of the year e.g. festive period.  While there are opportunities to volunteer on weekends, many events/stalls fall on weekdays. |
| **Where** | On-site at Southmead Hospital and in the local community. |
| **When** | Various times and days. |
| **Description of duties & core tasks** | * Supporting engagement stalls at events, both in the hospital and wider community e.g. helping with set up, talking about the Charity, handing out leaflets. * Supporting teams at the Charity’s ‘Bake Well’ cake sales at Southmead Hospital e.g. selling cakes, taking donations. * Engaging with the public and collecting donations at supermarkets, engagement days and events, including the Charity’s ‘Buskathon’ event which primarily takes place at John Lewis, Cribbs Causeway. * Being an advocate for the Charity by embracing opportunities to speak with others about the Charity’s aims and how generous donations make a difference to our patients. * Marshalling, cheering, and providing encouragement for the Charity’s supporters at local running events, such as the Great Bristol Run. * Public speaking opportunities (if desired); giving talks to local community groups/schools to raise the profile of the Charity. * Providing occasional office support, such as labelling collection tins/buckets, filling envelopes for large donor mailings and packing patient Christmas gifts. |
| **Skills, experience, attitudes, and qualities needed:** | * Excellent listening skills and a non-judgmental attitude * A friendly and open manner * Comfortable and confident communicator * Wanting to make a difference to patients using NBT services * To always adhere to the Trust values of treating others with respect * Experience working with people with autism or a learning disability (desirable) |
| **Training and information provided** | * NBT mandatory volunteer training (please find further information on the [FAQs page](https://www.nbt.nhs.uk/support-us/volunteering/volunteering-faqs)) * Orientation of the hospital * General background and information on the Charity provided. * Opportunity to shadow existing volunteers demonstrating the role. * Ongoing updates, information, and support |
| **Challenges of the position** | * Coming into hospital can be an anxious time for patients and their relatives. Sometimes this may make people less tolerant than they might usually be and they may come across as impolite. It is important that the volunteer remains calm and listens politely and seeks staff support immediately if required. |
| **Boundaries of the position** | * The Fundraising Regulator is the independent governor of charity fundraising in England, Wales and Northern Ireland; working to ensure public protection, accountability and excellent fundraising. It is our duty to comply with the Code of Fundraising Practice which sets the standard across all aspects of fundraising. This includes cash handling procedures which will be outlined by the Community team and must be upheld at all times. * To maintain confidentiality regarding information seen, heard or shared. * Maintaining a professional, non-judgmental and compassionate attitude at all times and be mindful not to overtly share personal religious, cultural or political views. * Any concerns you may experience as a volunteer (due to what you see or hear) should be referred to the Charity team. Alternatively, you can contact the Volunteer Services Manager or a Freedom to Speak Up Guardian (a reporting concerns process will be shared during induction). · * ID and Charity t-shirt (provided) must be worn at all times. |
| **Reimbursement of expenses** | * Travel expenses to and from the hospital can be reimbursed. * Meal vouchers for use in the staff Vu restaurant are offered if volunteering for over 4 consecutive hours in one day. |
| **Potential benefits to the volunteer** | * Making a difference to patients, their families, and our staff * Experience of working with a registered charity and working in a hospital environment * Developing skills that may be transferable to paid employment, such as working as part of a team * References can be provided on completion of three months volunteering, if required * Making friends with other volunteers and meeting new people * Awards in recognition of volunteering contribution * Free parking at Southmead Hospital |
| **Commitment to health and safety** | It is expected that you take care during your role to avoid accidents to yourself and to others, and to co-operate in maintaining your place of volunteering in a tidy and safe condition, thereby minimising risk. All volunteers must follow the reporting concerns procedure for any breaches of security or matters of concern. |
| **Commitment to no smoking** | As an NHS employer, we have a duty to our staff, volunteers, and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients, visitors and volunteers of the Trust. Failure by volunteers to comply with this requirement may result in recourse to the disciplinary procedure. |
| **Commitment to equal opportunities** | North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust’s Equality, Diversity, and Inclusion Policy.  All volunteers hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their volunteer placement. Similarly, all volunteers have a responsibility to highlight any potentially discriminatory practice to their line manager.  Information about the Equality, Diversity and Inclusion Policy is available in the Volunteer Welcome Pack. |
| **Commitment to the prevention of harassment and bullying** | We believe that all people, whether volunteers, staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.  We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned. |
| **Commitment to safeguarding** | North Bristol NHS Trust is committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all volunteers to abide by children and adult safeguarding policies and procedures. The Trust expects volunteers to be dementia aware, where applicable. All volunteers are expected to share this commitment. |
| **Recruitment information** | You will be asked to provide two independent references from people who have known you for more than three years (this cannot be a family member).  Depending on your role, you may need to have a Disclosure and Barring Service (DBS) check, which will be paid for by the Trust.  All volunteer roles are subject to a 6 week trial period, after which an informal review will take place. |
| **For more information contact** | **Telephone Number:**0117 414 0170  **Email:** [hannah.jones3@nbt.nhs.uk](mailto:hannah.jones3@nbt.nhs.uk)  **Postal Address**: Southmead Hospital Charity, Kendon House, Southmead Hospital, Bristol, BS10 5NB |
| **Date approved:**  **Review date:**  **By whom:** | **April 2024**  **April 2025**  **Head of Patient Experience** |