Volunteer Role Description

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| **Role name** | **Coffee Shop Volunteer – League of Friends** |
| **Purpose summary** | Our coffee shop is run by a wonderful team of volunteers who like to give a few hours every week to serving customers with a smile.  Some volunteers do several shifts a week whilst others do just one, but they all play a key role in the friendly service that we aim to give our customers. In turn this encourages more people to visit the coffee shop, to buy refreshments and so to raise more money for the NBT -Southmead Hospital.  Every day the coffee shop needs volunteers to run effectively. Could you become a League of Friends volunteer? |
| **Recruitment Manager** | Sandra Stocker |
| **Line Manager** | Sandra Stocker |
| **Main point of**  **contact/supervisor** | Sandra Stocker |
| **Commitment level** | 3 – 4 hours a shift |
| **Where** | Southmead Hospital, Brunel building |
| **When** | 10am – 2pm or 1:45 – 5:15. Monday to Friday |
| **Description of duties & core tasks** | * Serve refreshments and light snacks. * Operate the till. * Provide a vital customer service for patients, visitors and NHS staff – greeting and serving customers. * Be part of a friendly team of dedicated, public-spirited people * Help raise funds for essential hospital equipment and services. |
| **Skills, experience, attitudes, and qualities needed:** | **Essential:**   * Excellent listening skills and a non-judgmental attitude * A friendly and open manner * To feel comfortable in an acute hospital environment * To adhere to the Trust values of treating others with respect at all times * Understand the importance to stay within the boundaries of the role description. * Positive attitude to working in a clinical environment. * Reliable and trustworthy   **Desirable:**   * Experience working with people with cognitive impairments. |
| **Training and information provided** | * League of friends Volunteer mandatory training programme * Department orientation and induction * Specialist training if required, such as Dementia Level 2 * Shadowing induction sessions with an existing volunteer or staff member demonstrating the role. * Ongoing supervision and support * Ongoing updates and information |
| **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. * Potentially supporting patients with cognitive impairments or dementia~~,~~ additional training and support will be provided. |
| **Boundaries of the position** | * The patient is at the heart of everything we do. This role is to improve the patient experience providing companionship is the key objective of this role. * A Volunteer must not:   + Move or lift patients.   + Move or lift any heavy equipment or furniture.   + Feed any patients or administer fluids.   + Use dangerous equipment or machinery.   + Use or handle drugs, poisons, and other substances hazardous to health.   + Come into contact with sharps, soiled dressings etc., bodily fluids or items likely to spread infection.   + Engage in any clinical activity or offer any clinical advice.   + Engage in the personal care e.g. washing, dressing or assisting in toileting of patients   + Handle money that belongs to a patient, without their express permission for tasks such as buying items from the shop   + Handle any other patient’s personal effects without permission.   + Read patient’s medical notes or documentation.   + Go home with a patient or go to their home.   + Run their own activity without the consent and arrangement with the relevant department, for example, volunteers must not play musical instruments within the hospital setting without the consent of the Fresh Arts Music Manager to ensure they meet the requirements of the Fresh Arts quality framework. * To maintain confidentiality regarding information seen or heard or shared, but appropriate escalation when indicated. * Maintaining a professional, non-judgmental, and compassionate attitude at all times and be mindful not to overtly share personal religious, cultural, or political views. * There will never be an occasion where it is appropriate to give your personal contact details to patients or become ‘friends’ on social media. * To be aware of your own support needs and seek supervision when needed or suggested. * Any concerns you may experience as a volunteer (due to what you see or hear) should be referred to your Supervisor or Line Manager. 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 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 Vue restaurant are offered if volunteering for over 4 consecutive hours in one day |
| **Potential benefits to the volunteer** | * Gain practical volunteer experience and learn about the healthcare environment. * Enjoy ‘putting something back’ into the NHS * Provide a smile and comfort to patients and their visitors in trying times * Give support and friendly service to our NHS staff customers * Keep mentally and physically active, if retired * Develop skills and experience that may be transferable to paid employment, such as working as a part of a team! * Opportunity to help/support patients during a difficult time. * References can be provided on completion of three months volunteering, if required * Ongoing support and supervision sessions * Making friends with other volunteers and meeting new people * Awards in recognition of volunteering contribution * Light refreshments when on duty * Free parking |
| **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 Trust are 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 to 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** | League of Friends  Email: Sandra.Stocker@nbt.nhs.uk  Tel:  **Postal Address**: North Bristol NHS Trust, Brunel building, Level 1 Southmead Hospital, Bristol, BS10 5NB |
| **Date approved:**    **Review date:**    **By whom:** | **March 2024**    **March 2025**    **Head of Patient Experience** |

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