Volunteer Role Description

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| **Role name** | **ED/AMU Move Maker, Southmead Hospital** |
| **Purpose summary** | To meet and greet patients and visitors arriving in the Emergency Department (ED) of the Brunel building providing directions, a listening ear, and support for general enquiries. |
| **Line Manager** | Jill Randall, Move Maker Manager |
| **Main point of**  **Contact/supervisor** | ED Nurse in charge  ED Move Maker Team Leader |
| **Commitment level** | Weekly or fortnightly for a minimum of four hours each session |
| **Where** | Southmead hospital Emergency Department:   * Reception area * ED Observation Unit * Majors, Resus and Minors   Gate 31 – Acute Medical Unit (AMU) and Gate 32 – Hot Clinics |
| **When** | Volunteer shifts available:  Monday – Friday, 08.00 to 12.00 or 12.00 to 16.00  Other times available by agreement with Move Maker Manager |
| **Description of duties & core tasks** | * + - * To meet and greet patients and visitors arriving in the Emergency Department (ED) of the Brunel building, directing them to the ED Reception Desk or to other areas of the hospital. * Talking and listening to patients/visitors, answering general enquiries referring to relevant staff as necessary * To provide guidance on car parking arrangements, assist with parking pay machine and give information re the location of services such as toilets, café, shop etc. * Assist taxi drivers find their customers, or support patients to phone a taxi if required * Assist with wheelchairs (training is provided) and ensure there are always some available * Keep water cooler cups topped up, and report any issues to the Move Maker Manager * Ensure patients are aware they have not been forgotten whilst waiting for X-ray and if necessary, speak to X-ray reception staff * Monitor the ‘crossroads area’ for lost people pointing them in the right direction * To assist Housekeepers in distributing refreshments to visitors * Mingle with AMU patients/relatives in beds/chairs in Gate 31 reception area making sure they have everything they need: liaising with staff at all times * Circulate in Majors, Resus, Minors and Observation Unit, talking and listening to patients/visitors * Compliance with all infection control procedures and guidelines shared with the volunteer. |
| **Skills, experience, attitudes, and qualities needed:** | **Essential:**   * Excellent listening skills and a non-judgmental attitude * Shows empathy, patience, and consideration of others * Ability to take clear directions * 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 * Problem solving mentality and proactive attitude * This role may entail a fair amount of walking * The ability to read floor-plans and maps   **Desirable:**  Experience working or volunteer within an emergency department or acute hospital environment |
| **Training and information provided** | * Volunteer mandatory training programme * Department orientation and induction * 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, especially in the ED area. 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.   In exceptional circumstances, aggression may be encountered, and the Trust has a clear procedure in place for managing this. |
| **Boundaries of the position** | * 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. * Never offer any clinical advice to a patient, always talk to a staff member if the patient requires this information. * 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. * To refer any concerns you have in respect of what you see or hear in a Volunteer role 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 and uniform 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** | * Gain practical volunteer experience and learn about the healthcare environment * 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. |
| **For more information contact** | Jill Randall, Move Maker Manager  Email: [Jill.Randall@nbt.nhs.uk](mailto:Jill.Randall@nbt.nhs.uk)  Tel: 0117 41 43709 or Mobile: 07568 130176 |