

Volunteer for us!

Role Description

Hospital Support Volunteer

Aim:

The purpose of this role will be to provide support to patients and staff members during this time of increased pressure on NHS services due to Covid-19 (Coronavirus). You will be required to respond to where support is needed.

You will engage with patients and staff in a non-clinical role as part of a large multi-disciplinary team of nurses, doctors, therapists and support staff within the hospital.

Commitment:

You will need to commit to volunteer for a regular shift per week. Mainly within Monday to Friday - 9am to 5pm - there may be opportunity to support during evenings and weekends.

Your safety and Protection:

- A protective, disposable surgical face mask and sometimes a visor must be worn at all times provided by the Trust
- Social distancing must be adhered to where ever possible at all times
- Frequent handwashing and sanitising hands
- Wiping down 'touch' areas e.g. door handles/ tables at regular intervals
- A personal risk assessment will be undertaken prior to your commencing volunteer role

For further information or to request an application pack, please contact the Voluntary Services Team based at Conquest Hospital and Eastbourne DGH:

Conquest Hospital Voluntary Services Office - Tel: 0300 131 5334

Email: esh-tr.voluntaryservices-hastings@nhs.net - Mobile Number: 07855 145622

Eastbourne DGH Voluntary Services Office - Tel: 0300 131 4500 Ext: 134880

Email: esh-tr.voluntaryservices-eastbourne@nhs.net - Mobile Numbers: 07929 824802 and 07929 824144

Young People Volunteer Project Manager

Katy Heath - Email: katy.heath1@nhs.net – Mobile: 07866 007653

Patient Experience Lead with responsibility to Voluntary Services

Gill Reynolds- Email: gillian.reynolds2@nhs.net – Mobile: 07929 050708

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Areas and tasks to Volunteer include:

Vaccination Clinic

The Vaccination clinics are for patients and staff to receive the Covid-19 Vaccine.

Why we need your help:

Offer a friendly, efficient and helpful service to those waiting to receive their booked Covid vaccination, ensuring they receive a warm welcome, are advised of the process and directed through the pathway to access the vaccine. Post vaccination, to support the recovery area in offering takeaway refreshments and alert qualified colleagues if a staff member requires assistance. Ensure areas are wiped down frequently after each session and between each staff member coming through.

Meet and Greet

Welcome patients, visitors and staff to our hospitals at the main hospital entrances.

Why we need your help:

Entering the hospital can be daunting and unfamiliar for both patients and visitors; a warm welcome can calm any feeling of unease, answer questions and support with directions, showing where to go by escorting them by foot as required. We also ask you to remind visitors and staff to use the available hand gel and wearing a face covering upon entering.

Discharge Lounge

The Discharge Lounge is an area set aside for patients who are well enough to leave the hospital to wait in a comfortable and safe environment, prior to being collected by a family member or getting transport home.

Why we need your help:

Sometimes patients can wait in the Lounge for several hours and the friendly face of a volunteer to help them pass the time is greatly appreciated. They are often waiting for medication to take home with them. Staff are also grateful for a volunteer who can help by carrying out some non-clinical errands and tasks.

Ward Support

Support patient care and the hospital experience for people who would benefit from more time in conversation.

Why we need your help:

Support our nursing staff to ensure our patients stay in hospital is as comfortable as possible by talking to them at their bedside or engaging in activities to include music, arts and crafts, and games such as bingo. You may also help encourage patients to eat and drink and undertake errands with lab runs and pharmacy runs from the internal pharmacy to the wards and Discharge Lounge.

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What we won't ask you to do

- You won't be providing clinical care to patients (ie. doing the tasks which the staff has been trained to do)
- You won't be asked to physically help patients or push them in wheelchairs (unless trained)
- We won't ask you to carry heavy loads

Who/What we are looking for:

- Must be proactive, outgoing and good with people
- Possess a sympathetic and empathetic nature
- Willing to treat all patients, relatives, visitors, staff and other volunteers with consideration, politeness, dignity and respect
- Accept appropriate supervision and guidance from staff
- The ability to act on one's own initiative and a willingness to volunteer without direct supervision
- Reliable and trustworthy
- Physically able to stand (or sit in wheelchair) and independently move around the hospital site with ease for the duration of a shift
- Must be resilient: some patients might be distressed; seeing patients with delirium or dementia can be distressing for some people.
- This is not a shadowing opportunity and should not be considered a work placement. You must be motivated to volunteer, rather than shadow clinical staff

Essential Requirements

- Reference Check
- Occupational Health Clearance
- Enhanced level DBS
- Individual risk assessment

How you will be supported in your role: Your named Area Supervisor and/or named on site staff member will act as your main point of contact to support you, answer questions and provide help when you need it.

You will be provided with a Volunteers Guide for this role- to include emergency contact numbers and what to do in challenging situations.

Volunteers will receive a Volunteers Handbook – which includes Health and Safety, Information Governance, Fire Safety, Infection Control, Equality and Diversity, Moving and Handling and Safeguarding and guidance to on line training relevant to your volunteering role.

Supplementary Training as identified by your Area Supervisor and supported by Voluntary Services Team to include

- Understanding safety measures relating to Covid-19
- Understanding the layout of the hospital