

# Youth Summer Volunteer Programme Role Description

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|-------------------|---|---|
| <b>Role Title</b> | : | Youth Summer Volunteer Programme                  |
| <b>Location</b>   | : | Various wards across RVI & Freeman Hospital       |
| <b>Days</b>       | : | Mondays – Friday (allocated week to be confirmed) |
| <b>Times</b>      | : | 9am – 4pm with 30-minute lunch break              |
| <b>Reports to</b> | : | Nurse in charge                                   |

## About the Programme

The Youth Summer Volunteer Programme is aimed at young people who have an interest in studying Medicine or Nursing and would like to sample a week's volunteering, to gain valuable insight into working within an NHS hospital, including working alongside staff to support patients and enhance their stay in hospital.

## Purpose of the Role

You will be buddied up with an existing volunteer to be a welcoming and friendly face for patients/visitors attending the hospital, and support staff in ensuring that patients receive nutrition in a timely and comfortable way. As well as helping to enhance the patients experience, you will also develop new skills and gain valuable experience volunteering in a clinical environment in front-facing role.

## Description of main tasks specific to the placement:

### Meet & Greet:

- Provide a welcoming and friendly Meet and Greet service to patients, visitors and general public at the main entrance to the hospital.
- To provide directions to wards/departments and if required, escorting patients & visitors to their destinations.
- To offer additional support to visitors with mobility problems by calling porters for a wheelchair service
- To dissuade people with buggies, walking aids and people who are visibly impaired from using the escalator, and to instead, offer people to use the lifts.

### Mealtime support:

- Offering support to serve meals, refreshments, and snacks.



- Offering support or prompting patients to eat, helping to ensure food is cut up, packets opened and easily reached.
- Keep patient water jugs filled and provide tea and coffee.
- Make staff aware immediately if a patient has any clinical concerns.

**All duties will be overseen by nursing staff and will never include feeding patients or clinical tasks, such as personal care.**

**Details of any specific skills / attributes required by volunteer:**

- Good listening and communication skills are essential.
- Able to chat confidently with patients and when necessary put them at their ease.
- Patience and composure
- A caring, sympathetic, sensitive manner and a non-judgmental approach
- Reliable/dependable/flexible
- Understanding of confidentiality
- Have a positive outlook and enthusiastic approach
- Willingness to work without direct supervision

**Training (on-line)**

- Roles and responsibilities for Volunteers
- Communications for Volunteers
- Health, Safety and Infection Prevention and Control for Volunteers
- Fire Safety for Volunteers
- Data security awareness for Volunteers
- Equality, Diversity and Human Rights for Volunteers
- Safeguarding adults for Volunteers
- Safeguarding children for Volunteers
- Preventing Radicalisation (Basic Awareness) for Volunteers
- Mental Health Awareness for Volunteers
- Fluids and Nutrition for Volunteers
- Moving and Assisting for Volunteers

**What can the volunteer gain from the placement**

- A greater insight into the workings of a ward environment
- A chance to work with a great team of staff
- Supervision and support from a dedicated member of staff
- An online induction session prior to commencement.
- A local induction on the ward
- References (on completion of 50 hours of volunteering)

**A volunteer is a valued member of Newcastle upon Tyne Hospitals NHS Foundation Trust and is expected:**

- To volunteer within the guidelines agreed by Voluntary Services and named contact for the placement
- To carry out their duties with consideration and respect to all staff, general public, Foundation Trust members and patients at all times

- To maintain confidentiality at all times, while on placement and once the placement is complete
- To maintain good standards of communication with staff, general public and patients at all times
- To comply with the Trust's Health & Safety Policy

Newcastle upon Tyne Hospitals NHS Foundation Trust will at all times actively support, encourage and develop the voluntary services provided by individuals on placement. It commits to treat its volunteers with respect and courtesy and ensure that they receive appropriate training for the placements they undertake.

Newcastle upon Tyne Hospitals NHS Foundation Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

You have a responsibility for contributing to the reduction of infections.

This is not a contractual relationship between Newcastle upon Tyne Hospitals NHS Foundation Trust and the volunteer.

## Risk Assessment Form for Volunteers

This form must be completed and forwarded to the **Volunteer Services, Floor 1, HR, Regent Point, Regent Farm Road Gosforth Newcastle upon Tyne, NE3 3HD** at least 4 weeks in advance of the volunteer start date.

**\*Under health and safety law, you must assess the risks to young people under 18 years old, before they start volunteering and tell them what the risks are.**

|  |                                  |
|--|----------------------------------|
| Title of Volunteer Role:   | Youth Summer Volunteer Programme |
| Location of Ward/Dept.:  | Volunteer Services               |
| Risk assessment completed by:<br>(manager/supervisor)  | Alison Haigh                     |
| Job Title:   | Volunteer Services Manager       |
| Date Completed:  | 19 <sup>th</sup> April 2024      |
| Who will be responsible for the health, safety and welfare of the above person whilst they are in the workplace? | Ward sister                      |

Are there any of the following hazards present in the workplace?

If any of the following are ticked yes please provide details of what precautions are in place to prevent the Young Volunteer coming into contact/ being exposed to these hazards.

|                                | Yes | No | Details/ Comments/ Precautions   |
|--------------------------------|-----|----|--|
| Verbal abuse and/or aggression | yes |    | From patients/visitors – The more experienced volunteers will handle people who display in appropriate language/behaviour (Meet & Greet)<br><br>From patients- the volunteers will not be involved with these patients. (Mealtime Support) |
| Manual Handling                |     | no |  |
| Extreme temperatures           |     | no |  |
| Noise                          |     | no |  |
| Vibration                      |     | no |  |
| Ionising radiation             |     | no |  |
| Biological Agents              |     | no |  |
| Hazardous substances           |     | no |  |
| High voltage electricity       |     | no |  |
| Machinery                      |     | no |  |

If you answer yes to any of the following questions, please also provide details of what precautions are in place and what protective measures have been employed to protect the volunteer.

|   | Yes | No | Details/ Comments/ Precautions |
|---|-----|----|--------------------------------|
| Could any task be reasonably considered to be beyond a *volunteer's physical or psychological capacity?   |     | no |                                |
| Are there any risks in the workplace which could pose a threat to a *volunteer's health and safety due to their lack of awareness, or their immaturity? |     | no |                                |



|  |     |    |  |
|--|-----|----|--|
| Are there arrangements for protective clothing if necessary?   | yes |    | Aprons and gloves available (Mealtime Support) |
| Are there arrangements for special health and safety training if necessary?  |     | no |  |
| Will the *volunteer's be required to use any equipment? If yes, ensure that they can physically use the equipment and they receive appropriate training                        |     | no |  |
| Have you taken <b>all</b> necessary, reasonable practicable steps to ensure that *volunteer's are not exposed to any work that could adversely affect their health and safety? | yes |    |  |
| Is the workplace safe for the *volunteer's to be in?   | yes |    |  |
| Are there any other factors which might adversely affect the health and safety of the volunteer's?   |     | no |  |

**Is this volunteer role suitable for a young volunteer (under 18 years old) to undertake? Yes**

Volunteers are not expected to undertake any moving and handling tasks during their placement unless they have undertaken a formal course of training (contact Learning and Development Department for course information).