

VOLUNTEERING ROLE	
ROLE TYPE	Ambulance Service Volunteer
ROLE TITLE	HALO Helping Hands
ROLE SUMMARY	Non-patient facing volunteering opportunity to support SWASFT (South Western Ambulance Service Foundation Trust) HALOs (Hospital Ambulance Liaison Officers) at Emergency Departments during times of demand.
LOCATION	<p>Role located at Emergency Departments across the South West and involving indoor and outdoor working. The role is at pre-agreed hospitals which have a HALO present and on shift.</p> <p>Initial pilot locations:</p> <ul style="list-style-type: none"> - Derriford Hospital - Southmead Hospital - Bristol Royal Infirmary
VOLUNTEERING HOURS	<p>6-12 hours monthly to remain competent and confident in role.</p> <p>Volunteer support is required during HALO working hours, which may vary per hospital. Core times likely to be between 1200-0000 7 days per week, however there is flexibility around HALO shift patterns.</p> <p>No fixed start / finish / length of volunteering session for role, each volunteering session can be customised to meet volunteer availability.</p>

INITIAL AND ONGOING TRAINING COMMITMENT	
INITIAL TRAINING	4 hours initial training (online training modules, Trust induction and local hospital induction)
ONGOING TRAINING	4 hours annual online mandatory training
GO LIVE SUPPORT	Provided by Volunteering and Community Services locally within county.

MANDATORY ONLINE TRAINING MODULES	
Fire Safety	
Conflict Resolution	
Moving and Handling level 1	
Data Security Awareness	
Infection Prevention and Control (IPC) level 1 & 2	

SELECTION AND RECRUITMENT	
INTERVIEW	Informal discussion with Volunteering & Community Services Officer
DBS REQUIRED?	Enhanced DBS

PERSONAL PROTECTIVE EQUIPMENT AND UNIFORM	
EACH VOLUNTEER WILL BE PROVIDED	SWASFT Blue operational uniform, blue 'Volunteer' epaulettes, safety boots and an Ambulance Service Volunteer high visibility jacket. SWASFT issued ID card must be carried whilst volunteering.

ROLE DESCRIPTION

The HALO Helping Hands role is an assistant to the Hospital Ambulance Liaison Officer (HALO).

The aim of the HALO is to manage the smooth transition of patients from the incoming ambulance crews into the care of hospital teams. They also aim to get the ambulances turned round so they are available for the next emergency call without delay. This is a critical role in the operational efficiency of the organisation and is directly related to patient safety.

The South Western Ambulance Service NHS Foundation Trust offers volunteer placements across the organisation with both patient facing, and non-patient facing roles. This role description summarises the HALO Helping Hands volunteering role and will be supported by local inductions specific to the tasks applicable at that hospital. The role is non-patient facing (does not deliver clinical care / assessments to patients), however some patient contact is required through engagement, supporting Ambulance crews and their patients on arrival at hospital, and whilst awaiting off-loading.

As a HALO Helping Hands volunteer you are a valued member of our service, supporting our organisation to deliver its mission, vision and uphold our values, willingly and without pay. This role is highly rewarding and offers opportunities to meet new people and learn valuable social and lifesaving skills through the training and ongoing support provided by South Western Ambulance Service NHS Foundation Trust.

Ambulance Service Volunteers operate as part of a county and regional group, supported by local Ambulance Service leadership to deliver directorate and departmental goals. This team approach offers an interactive experience which is supportive, like minded and community driven.

The HALO Helping Hands volunteer supports with tasks as directed by the HALO on shift (providing adequate training for the task has been completed). These tasks may include:

- Supporting Crews to get their patients 'Notified' on XCAD when finished RATz (Rapid Assessment & Treatment Zone)
- Supporting Crews to complete Handover on XCAD when offloaded
- Assist calling crews in for clinical handover / assessments
- Keeping Ambulance Parking areas coordinated (as directed by the HALO)
- Support any tasks the HALO needs assistance with (within scope of training)
- Support data capture / entry into XCAD
- Assisting with crew / patient welfare provisions (if appropriate)
- Assisting crews with accessing wards / hospital areas requiring access cards
- Support updating the EOC / Operational Delivery Cell on the status of the waiting crews / patients
- Helping to manage the co-ordination of crew meal breaks and end of shift arrangements?

MAIN DUTIES AND RESPONSIBILITIES

RESPONSIBILITIES

- 1.1 To volunteer reliably to the best of my ability and to give as much warning as possible whenever you cannot volunteer as you expect.
- 1.2 Carry out volunteering tasks as directed by the South Western Ambulance Service NHS Foundation Trust leadership team.
- 1.3 Select and apply in each task the appropriate procedures in accordance with the training received and relevant policies and procedures.
- 1.4 To communicate with everyone in a clear and effective manner to ensure the best possible experience for everyone involved in the initiative.
- 1.5 To maintain the confidential information of the organisation and of its patients at all times and in accordance with the Trust's information governance guidance and policy.

- 1.6 To treat everyone with whom you come into contact, with dignity and respect.
- 1.7 Promote Equality & Diversity and a non-discriminatory culture. Identify and take action when other people's behaviour undermines the expectation of the Trust and of yours.
- 1.8 To join this volunteering role on the understanding there is no remuneration by the Trust for either pay or for personal vehicle use, excluding mileage.
- 1.9 Carryout all duties with a high standard of infection, prevention and control measures in place, including maintaining an effective personal hygiene standard.
- 1.10 Maintain appropriate standards of cleanliness of the SWAST Volunteer uniform, operating environment, and all equipment.

AVAILABILITY

- 2.1 Maintain, at minimum, monthly communication with the relevant County Community Responder Officer or dedicated Ambulance Service leader to enable them to maintain an effective scheme and availability planner in order to deliver the Trusts goals.
- 2.2 Be available to volunteer on a regular basis to support the volunteering task you are carrying out.

ADMINISTRATION

- 3.1 Ensure all service documentation, where appropriate, is completed accurately, this may include regular equipment check list, action logs or volunteering logs.
- 3.2 Complete an individual personnel file update annually to ensure contact details are accurate.

Inform the Volunteering & Community Services Administrator of any changes to personal details where relevant.

TRAINING AND DEVELOPMENT

- 4.1 Attend a mandatory initial training course provided by South Western Ambulance Service NHS Foundation Trust and attend subsequent regular meetings as directed by your Ambulance Service leader.
- 4.2 Complete mandatory training in accordance with the NHS requirements including information governance, fire training, moving & handling, conflict resolution, preventing radicalisation, safeguarding.
- 4.3 Operate trust equipment in accordance with Trust procedures and manufacturer's instructions.

SECURITY

- 5.1 Accept responsibility for the security of SWASFT equipment, uniform, and ID card, all of which belongs to South Western Ambulance Service NHS Foundation Trust

REQUIREMENT FOR THE ROLE

- Experience in dealing with a range of age and social groups.
- Ability to communicate effectively, verbally and in writing.
- Positive outlook.
- Good time management.
- Good interpersonal skills.
- Quality focused.
- Flexible approach to volunteering hours and role demands.
- Good character.
- Caring and sensitive attitude.
- Able to use initiative and be self-motivated.
- Smart self-presentation.
- Able to maintain confidentiality of information.
- Ability to interact with people from a diverse cultural and social background.
- Ability to develop effective working relationships with colleagues and the public.

- Able to promote equality and value diversity.
- Reliable and good attitude to attendance and punctuality.
- Able to ensure care of own health and wellbeing to promote improvements to physical and emotional wellbeing.

WHAT THE VOLUNTEERS WILL GET

- Full training to fulfil the role, no prior knowledge of the Trust is required.
- Feeling of personal achievement and opportunities to meet new people.
- Opportunities to undergo training to support other volunteering activities within SWAST.
- Full access to the SWASFT 'Staying Well' Service.
- Trauma Risk Management (TRiM) referrals if required.
- Support from a local specialist team, responsible for volunteering across the county.
- Support from the Volunteering & Community Services department.
- Full uniform / PPE for role.