Maidstone and Tunbridge Wells NHS Trust

**Job Description**

**Job Title: League of Friends Volunteer**

**Site: Maidstone Hospital**

**Hours: Continuity is important in this role to build relationships with the staff and volunteers, therefore where possible we would ask for a weekly commitment of 2-4 hours per week.**

**Reports to: Manager of the League of Friends (Jacqui Featherstone)**

**Accountable to: Manager of the League of Friends (Jacqui Featherstone)**

**Volunteer Role Summary:** The League of Friends offers a range of voluntary roles which are listed below. This includes volunteering in our main shop, book shop, tea bar, store room, or on the trolleys around the wards.

**Volunteering relationships:** Service users, patients, visitors, and staff.

**What will a League of Friends Volunteer do?**

**Main shop:**

* Working on the till
* Stocking shelves
* Date checking of stock
* Stock rotation
* Customer service
* Money handling

**Book shop:**

* Sort book/ puzzle donations
* Pricing of stock
* Stocking shelves
* Customer service
* Money handling

**Tea bar:**

* Serve refreshments
* Stock fridge and coffee machines
* Date check
* Cleaning coffee machine
* Customer service
* Money handling

**Store room:**

* Tidying store room
* Putting away deliveries
* Sorting recycling in store room

**Trolleys:**

* Deliver stock around assigned wards for patients
* Stock trolleys
* Customer service
* Money handling

**Volunteer Knowledge and Skills Required;** :

Volunteers need to be enthusiastic, flexible, patient and empathetic. Able to use own initiative and possess effective communication skills. Volunteers are reminded of the strict confidential nature of the role. At no point is a volunteer to provide any clinical care to patients, or take on tasks that are the main duty of a paid worker. ***The aim of the role is to enhance the patient experience and make their time in hospital as comfortable as possible.***

* **Accountability** – The Volunteer will work under the supervision and instruction of the Manager
* **Communication and relationship –** To provide a friendly face to patients and their visitors.

Any worries of concerns must be directed to the duty lead that day.

* **Physical effort –** The post holder will not be required to carry out any manual handling.
* **Mental and emotional effort –** Whilst every effort will be made to protect the post holder from potentially emotional or upsetting situations, due to the nature of the role this may not always be avoided.
* **Responsibility for R&D –** To adhere to the Trust Policy regarding Information Governance and mandatory training. This is required for the role.
* **Volunteering conditions –** The post holder may be exposed to aggression or contentious situations. No manual handling required. After sufficient training the post holder may be giving access to computer systems.
* **Infection Control -** We ask that you follow Infection Prevention & Control guidelines with regards to wearing face masks, social distancing and hand hygiene.

**Volunteer role description agreement:**

Signature of Volunteer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Statement:**

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone and Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust’s Major Incident Plan.
10. INFECTION CONTROL AND HAND HYGIENE **-** All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.
13. **SAFEGUARDING CHILDREN -** Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust’s supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
14. **SAFEGUARDING ADULTS -** Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.