

Keeping in Touch Volunteer Role Profile

The Role

To support patients to keep in touch with their loved ones by helping them to make and keep contact – electronically, writing letters, setting up video or phone calls

What will I do?

- Relaying communications from patients to relatives including facilitating initiatives such as Letters from Loved Ones, writing e-mails, setting up video or phone calls
- Establish the best way of communicating with each individual to meet their needs
- Assisting with use of social media to keep in touch with their loved ones
- Maintain regular communication with lead volunteer for support
- Provide feedback to Voluntary Services Team on your experiences and any suggestions for improvement
- Inform Voluntary Services Manager/Ward Team immediately of any problems, concerns or incidents

What will I not do?

- Provide clinical or medical treatments of any kind
- Provide psychological interventions
- Moving or handling of patients
- Personal care activities including toileting and bathing
- Inappropriately store or take any information that belongs to the Trust or individual patients
- Handle instruments/needles/syringes
- Handle contaminated waste (including delivery/collection of specimens)
- Undertake any manual handling procedures e.g. lifting
- Transport patients in a vehicle
- Communicate in any media that may reflect negatively on the Trust or any of its patients, staff, volunteers or services. If in doubt, please discuss with the Voluntary Services Manager
- Take photographs of patients whilst undertaking any volunteering duties or of staff or other volunteers without their explicit permission

Who will I be accountable to?

- You will be directly accountable to the Voluntary Service Manager
- You will fulfil your role under the same health and safety, employment regulations and confidentiality as employed personnel
- You will be subject to an enhanced Disclosure and Baring Service (previously known as Criminal Records Bureau) disclosure



What skills do I need?

- Approachable
- Positive and friendly
- Confident with dealing with people
- Excellent communication skills
- Trustworthy
- Ideally have some technical abilities – although these can be developed
- Ability to maintain confidentiality
- Aware of health & safety issues
- Able to work alone, as well as part of a team
- Flexible and keen to learn

What Training is available to me?

- Trust mandatory training
- Corporate induction
- Local induction programme
- General Data Protection Regulation Training
- Any other relevant training

What can we offer you?

- Advice, support, access to training and personal development opportunities
- Clear policies and procedures that govern your voluntary role
- The opportunity to take an active role in Solent NHS Trust
- To be valued for the role that you do
- Reimbursement for out of pocket expenses (by prior arrangement)
- Develop fantastic support and supervisory skills for your CV
- Support flexible hours that suit you
- Give back to your local community
- Support others who are giving back to your community
- Support your local NHS
- Interview offered (after 6 months) with Solent NHS Trust 'bank' team

7 May 2020

Review by 1 May 2021

