

Lead Volunteer Role Profile

The Role

A varied role supporting an amazing group of volunteers, assisting with the day-to-day support of our front-line staff with non-clinical activities

What will I do?

- Assist the Voluntary Services Team by supporting a group of up to 6 to 8 volunteers
- Support volunteer induction
- Support volunteers to become familiar with their roles and locations
- Support volunteers to develop understanding of Trust policies, procedures and values
- Discuss any training requirements and liaise with the Volunteer Services Team to ensure volunteers can participate in activities safely
- Maintain regular communication with volunteers and be the first point of contact
- Support volunteers and ensure activities are delivered effectively, safely and enjoyably for those participating
- Volunteering yourself to support activities
- Have regular contact with the Voluntary Service Manager
- Provide feedback to Voluntary Services Team on your experiences and any suggestions for improvement
- Inform Voluntary Services Manager/Area Lead 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 Barring Service (previously known as Criminal Records Bureau) disclosure

What activities will volunteers be doing?

- Ward Buddies
- Mealtime assistants
- Drivers
- Administrative
- Wellbeing
- Keeping in Touch
- Other volunteer roles that are developed with our gifted volunteers

What skills do I need?

- Approachable
- Positive and friendly
- Willingness and ability to support others
- Confident with dealing with people
- Aware of health & safety issues
- Able to work alone, as well as part of a team
- Flexible and keen to learn
- Trustworthy
- Ability to maintain confidentiality

What Training is available to me?

- Trust mandatory training
- Corporate induction
- On site/ward training specific to the role
- On site local induction programme
- 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
- Provide 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

