

## Wellbeing Volunteer Role Profile

### The Role

A new exciting role, contacting individuals at home to make sure they are ok. The overall aim is that all our patients are healthy, safe, and independent at, or close to, home

### What will I do?

- Connect (phone, message, WhatsApp, Zoom, etc) with a list of individuals and check that they are ok, on an agreed frequency basis
- Establish the best way of communicating with each individual to meet their needs
- Encouraging individuals to gain access to resources that they may need. Also checking that they are aware of appointments, etc
- Identify when things are not going so well and refer on to designated support
- Identify any training needed to ensure I am supported to actively and safely support individuals
- Maintain regular communication with lead volunteers for support
- 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
- Using patient identifiable data apart for its intended use (unless authorised directly by the Trust)
- Inappropriately store any patient information
- 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 any staff or 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 skills do I need?**

- Approachable
- Positive and friendly
- Confident with dealing with people
- Excellent listening skills
- Trustworthy
- 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
- 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

