

Patient Involvement – Volunteer Role Description

As well as recruiting volunteers who assist in the delivery of services, we are also looking for patient involvement volunteers, these are also volunteers but the time they contribute to the Trust is used to develop and transform services.

Patient Partners get involved with specific projects to help improve services using their skills and experience as patients and work in partnership with staff.

Volunteers are crucial to the NHS's vision for the future of health and social care, as partners with our skilled staff, not as substitutes for them you will be a valued member of our team, developing new skills and gaining experience in a hospital environment.

About the role:

You will be a kind and friendly face around the hospital, spending time with our patients and engaging them in conversation and activities.

Key tasks:

- Spend time supporting a hospital ward with non-clinical support.
- Spend time chatting with patients and visitors.
- Read with and/or play games with patients.
- Sit with patients in a day room area, providing companionship.
- Deliver meals, snacks, and drinks to patients (does not include feeding or repositioning)
- Pop to the hospital shop on behalf of patients for newspapers and snacks
- Hand out books/magazine to patients
- Support ward staff with the friends and family test.

Would suit:

- Someone with a flexible approach and willingness to get stuck into the role.
- The ability to work well with others in a diverse team.
- Ability to follow instructions and direction.
- A patient, calm, welcoming and friendly manner
- The ability to communicate with members of the public, patients, and other volunteers.
- Ability to communicate well face to face and through email.
- Someone at ease and comfortable within a hospital environment.

Commitment:

- Ideally, we are looking for individuals who can volunteer for around three hours weekly.
- There are no specific shift times, but most volunteers will volunteer on chosen days and then stick to those days. This allows us to plan services and know who is expected and where they will be placed.
- We ask volunteers to commit to a minimum of six months with us initially.

Why Volunteer:

- You will be part of a team and learn new skills.
- You will meet other interesting people of all ages and backgrounds and make new friends.
- It can help improve your job-seeking opportunities, while you do something worthwhile and useful.
- It can contribute to your personal development.
- And you will also know that you are making an important contribution to your local community.

How to apply:

If you would like to apply, please complete our application form, along with occupational health forms 1 & 2 and email them to whh-tr.volunteers@nhs.net We will need a photo ID along with 2 proof of address documents for an enhanced DBS check.

There will be a selection process to ensure we match the right person to each role, or other possible opportunities.

We will review your information and then arrange a time to speak with you, either in person or over the phone. You will be invited to have an occupational health appointment and will have an induction.

Please ring 0207 288 3936 for further information or e-mail whh-tr.volunteers@nhs.net

Address:

Volunteer Services Department,
Level 0, Magdala Avenue,
London,
N19 5NF.

