

Outpatients' Befrienders Volunteer

Role Description

Our Outpatients' befrienders play a pivotal role in improving our patients' experience as much of this role is listening and chatting with patients, reassuring anxious or nervous patients, and always demonstrating appropriate boundaries as well as enhancing the care and support given by staff. Outpatient befrienders gather feedback on the services patients receive by completing the Family & Friends test (FFT). They interact with patients to complete surveys to ensure that our patients' voice is heard and represented. This is important to let us know where we as a hospital can improve and where we are doing well.

All volunteers will be expected to jointly work with the voluntary service department and staff in ensuring services are made available to patients in the best way possible. We would expect Outpatients' befriending volunteers to become knowledgeable about the area in which you volunteer, and make sure that patients are comfortable, advising of delays or clinic changes, support ward staff and become a valued and respected member of the team.

Key tasks:

Volunteers will support with the collection of patient experience questionnaires, including the 'Friends and Family Tests' (FFT); Support patients signing in; Listen and chat with patients; Keep company and reassure anxious and nervous patients; Signpost patients to hygiene stations and with basic hand hygiene to maintain good standards of infection control; Guide patients and visitors to different departments; Any other reasonable requests that may be appropriate to the volunteer role.

Would suit:

Individuals who enjoy socialising, possess excellent interpersonal skills; have a relaxed and friendly manner; well-presented and show sensitivity towards patients who may be in vulnerable situations; reliable and able to make a long-term commitment; reasonably fit and active, as role may involve walking or standing for extended periods of up to 3hrs at a time; Volunteers should be able to communicate effectively and respectfully with patients, their families, and healthcare staff; maintain a friendly, open, and approachable persona, calm, empathic; be committed to equal opportunities and diversity.

Commitment:

Volunteers will have to commit to an estimated 3 hours per week between 09:00-17:00. Volunteers will typically undergo training and orientation sessions to familiarize themselves with the hospital's policies, safety procedures, and specific guidelines related to each ward.

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.

