

## VOLUNTEER ROLE DESCRIPTION

<b>Role Title:</b>	Covid-19 NHS Response Volunteer				
<b>Location:</b>	Southport and Ormskirk Hospital NHS Trust				
<p><b><u>PURPOSE</u></b></p> <p>Southport and Ormskirk Hospital NHS Trust are looking to increase the number of volunteers across both hospital sites to provide real time support to patients and staff during this current pandemic crisis.</p> <p>Hospital volunteers have always played an important role in supporting their local community hospitals and it is more important than ever that clinical staff and volunteers work together to keep our families, friends and loved ones as safe as we possibly can until this crisis abates.</p> <p>There are various roles available in the following areas:-</p>					
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><b><u>Portering</u></b></p> <ul style="list-style-type: none"> <li>➤ General movement of items, e.g. post, samples, furniture moves, meals, snack boxes etc.</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <p><b><u>Laundry</u></b></p> <ul style="list-style-type: none"> <li>➤ Folding, sorting, ironing, packing, drying, cage cleaning etc.</li> </ul> </td> </tr> <tr> <td style="vertical-align: top;"> <p><b><u>Domestics</u></b></p> <ul style="list-style-type: none"> <li>➤ Cleaning corridors</li> </ul> </td> <td style="vertical-align: top;"> <p><b><u>Catering</u></b></p> <ul style="list-style-type: none"> <li>➤ Restaurant cleaning, kitchen cleaning, loading dishwasher, making up snack boxes</li> </ul> </td> </tr> </table>		<p><b><u>Portering</u></b></p> <ul style="list-style-type: none"> <li>➤ General movement of items, e.g. post, samples, furniture moves, meals, snack boxes etc.</li> </ul>	<p><b><u>Laundry</u></b></p> <ul style="list-style-type: none"> <li>➤ Folding, sorting, ironing, packing, drying, cage cleaning etc.</li> </ul>	<p><b><u>Domestics</u></b></p> <ul style="list-style-type: none"> <li>➤ Cleaning corridors</li> </ul>	<p><b><u>Catering</u></b></p> <ul style="list-style-type: none"> <li>➤ Restaurant cleaning, kitchen cleaning, loading dishwasher, making up snack boxes</li> </ul>
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## **KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE ROLE**

- Aged 17 or over
- Good communication skills
- Warm and friendly manner
- Ability to work in a team
- Ability to follow instruction
- Ability to empathise – put yourself in someone else's shoes
- To complete any specialist training which is relevant to role

## **GOVERNANCE**

- Undertake appropriate mandatory training including infection control and comply with all Trust Infection Control policies relevant to the post, particularly with regard to the hand hygiene policy.
- The volunteer is required to take all responsible measures in relation to their health and well-being
- This role description is not intended to be exhaustive but to indicate the main responsibilities of the post and may be amended from time to time after consultation with the post holder
- The duties above may change over time and additional duties may be required after discussion with their Manager
- To report potential risks to their Line Manager

## **CONFIDENTIALITY**

In the course of your duties you may have access to confidential material about patients, members of staff or other business of the Trust. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by the Trust as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the General Data Protection Regulation (GDPR) 2018.

### **DISCLOSURE & BARRING SERVICE CHECK**

Please be aware that a volunteering role in the NHS is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such, it will be necessary for a Standard Disclosure form to be submitted to the Disclosure and Barring Service (formerly known as CRB) to check for any previous convictions. The cost of the DBS check will be covered by Southport & Ormskirk Hospitals Trust.

### **HEALTH & SAFETY/SECURITY**

It is the duty of all volunteers to work in such a way that accidents to themselves and to others are avoided, to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Volunteers will, therefore, refer any matters of concern through their Accountable Officer. Similarly, it is each person's responsibility to ensure a secure environment & bring any breaches of security to the attention of their manager.