



## Volunteer Role Description

**Post Title:** Volunteer

**Department:** Various

**Location:** Black Country

**Band:** Volunteer (unpaid)

**Supported by:** Volunteer Coordinator

**Hours:** Flexible, commitment of minimum 6 months desirable

**Purpose of volunteering role:** To support staff within services across the Black Country Healthcare NHS Foundation Trust. To support staff with different activities according to the needs of the teams.

### Examples of how you can help us:

Support with activity groups and engagement of patients.

Support and encourage patients to participate in group activities internally and externally.

Co-facilitate activities run on Trust sites or in the community.

Assist with data entry, administrative tasks, photocopying.

Be welcoming and friendly to new patients.

Chat with patients and form a good rapport with patients.

Share your interests and skills with patients.

Support patients via telephone calls.

Encourage patients to engage with services and wellbeing activities.

Support staff with events that promote the services to members of the public.

Assist with setting up stalls, banners and leaflets.

Promoting events and our involvement in them through various channels before, during and after the events.

Contact organisations to invite them to events e.g. job fairs.

**This is not an exhaustive list and there may be other types of opportunities we can match you with depending on your skills and the needs of the teams. Please let us know if you have skills you'd like to share with us, for example the ability to play guitar could be used in a music group for patients.**

### **How we can support you:**

- Training and NHS Trust Induction.
- One to one and group volunteer support meetings.
- We can provide a reference for future employment.
- Travel expenses paid.

### **What to expect from the volunteering experience:**

- To gain experience of working in your chosen area, for example, directly with patients or with administrative systems.
- The opportunity to use your lived experiences to support others, if applicable.
- The opportunity to support vulnerable people in your community and contribute to the wider team.
- Learn new skills and collaborate with staff and patients to improve services.

A DBS check is required for this role due to the nature of our patients.

**E = Essential criterion for the role D = Desirable criterion for the role.**

Attributes/Skill		Criteria (E/D)
Experience	Lived experience of mental health conditions We encourage people who are receiving or have received services from the Trust to volunteer with us.	D

Skills/Personal Qualities	Friendly and welcoming – able to speak with patients and staff and build rapport.	E
	Good communication skills.	E
	Punctual and reliable.	E
	Able to follow confidentiality policy and professional boundaries to keep themselves and patients safe.	E
	Enthusiasm and desire to help improve experiences of patients, and improve wellbeing.	E
	Ability to use some digital technology for training and communications – we can support you with this.	E
	Other skills specific to tasks may be required, for example administrative roles will need to access IT systems and be confident in use of computers.	E
Trust Values	Be compassionate, empathetic and caring to everyone.	E
	Enable yourself and others to act with confidence and authority in order to achieve the best outcome for everyone.	E
	Work with others.	E
	Be inclusive by understanding and valuing others to achieve the best results for everyone and everything we do.	E
	Act with transparency and honesty; respect and value others to do the right thing at the right time for everyone.	E

**Some activities may require physical exertion, for example walking groups.**

## Confidentiality and Data Protection

Volunteers are to familiarise themselves with the data protection policy which sets out its obligations under the General Data Protection Regulation, the UK Data Protection Act 2018 and all other data protection legislation. You must comply with the Trust's data protection policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation and only for the purposes of your

volunteering role. A breach of the data protection policy by you may lead to disciplinary action. You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Data Protection Officer.

## **No Smoking**

The Trust has a no smoking policy. Smoking is not allowed on any Trust premises.

## **Health and Safety**

Volunteers will take personal responsibility for any Health & Safety issues and obligations under the Health & Safety at Work Act. Volunteers should also be aware of and comply with other relevant legislation and policies e.g. Fire Regulations.

## **Safeguarding Adults and Children**

Safeguarding is 'Everybody's Business'. It means protecting people's health, well-being and human rights. It includes protecting their rights to live in safety, free from abuse and harm; taking their views, wishes, feelings and beliefs into account. In the West Midlands, the main statutory agencies work together to promote safer communities, to prevent harm and abuse and to deal with actual or potential when concerns arise. These Organisations which include Black Country Healthcare NHS Foundation Trust work together to achieve these outcomes by working within the Safeguarding Adults multi-agency policy and procedures for the West Midlands and adhering to the local Safeguarding Adult policy and procedures. Volunteers can contact the Trust Named Nurses for Safeguarding Adults or a member for advice and support if they have concerns. It is everyone's responsibility to comply with all current legislation and relevant Safeguarding training. The Trust must comply with Local Safeguarding Board Child Protection Policy and Procedures and Black Country Healthcare NHS Foundation Trust Safeguarding Children Policy. Volunteers can contact the Trust Named Nurses for Safeguarding Children or a member for advice and support if they have concerns.

## **Policies and Procedures**

Volunteers are required to abide by all policies and procedures of the Trust.

**Volunteer Signature:**

**Date:**