



Volunteers
Happy to help

NHS

Lancashire Teaching
Hospitals
NHS Foundation Trust

Things to know

Location

Orthopaedic Pre Op Department

Reports to

Clinic Manager

Time Commitment

2 hours per week (minimum)

Monday, Thursday, some Tuesdays

Checks Required

DBS

Occupational Health

2 References

Expenses

Reimbursed travel to/from location on day of volunteering

Personal Requirements

- Confident when communicating with staff, patients & general public
- To display levels of empathy and understanding at all times
- Always smart and presentable and always wearing Trust ID badge and uniform
- To display and emulate the Trust Values
- Understand the importance to stay within the boundaries of the role description

Pre- Op Patient Support

OUTLINE OF DUTIES

To improve the flow of patients into the Orthopaedic Pre op clinic by checking in patients.

Preoperative assessment is essentially a clinical risk assessment where the health of a patient is appraised to ascertain that the person is fit to undergo the anaesthetic for a planned operation. The optimum time frame for this assessment to take place is three to four weeks before the surgery

MAIN TASKS

- Assisting to improve the efficiency of the clinic
- Receive patients into the clinic and check their appointment details
- Assist with making up pre-op patient packs
- Liaise with clinic staff regarding transport issues from patients
- Escalate any concerns immediately to a member of staff

TRAINING AND SUPPORT

- Trust Mandatory Training- *to be refreshed every 3 years*
- Dementia Awareness Training
- Information Governance and Data Security

- The volunteer department will keep in touch with you and will arrange 1:1's to see how your role is going and to offer you any support.

BENEFITS TO VOLUNTEERS

-  Gain practical volunteer experience and learn about the healthcare environment
-  Develop skills and experience that may be transferable to paid employment, such as working as a part of a team
-  Opportunity to help/support patients during a difficult time
-  Ongoing support and supervision sessions
-  Making friends with other volunteers and meeting new people
-  Awards in recognition of volunteering contribution
-  Free parking
-  All volunteer qualify for a Blue Light Discount Card- please ask for further details.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures		
Excellent communication skills		
Ability to work as an individual and as part of a team		
Reliable and punctual		
Willingness to undertake training		
Experience of volunteering		
Experience of a healthcare setting		