

## ROLE DESCRIPTION

<b>1. Role Details</b>								
<b>Role Title:</b>	LINK Volunteer – H.O.P.E. Project							
<b>Band:</b>	Volunteer (Unpaid)							
<b>Reports to (Title):</b>	Service lead (Social Prescribing), and Voluntary Services Team							
<b>Trust Website</b>	<a href="http://www.royalwolverhampton.nhs.uk">www.royalwolverhampton.nhs.uk</a>							
<b>Directorate:</b>	Corporate							
<b>Department/Ward:</b>	Patient Experience							
<b>RD Number:</b>	N/A							
<b>DBS Check Required:</b>	Enhanced Adults							
	<p style="text-align: center;"><b><u>Our Vision</u></b></p> <p>An NHS organisation that continually strives to improve the outcomes and experiences for the communities we serve</p> <p style="text-align: center;"><b><u>Our Values</u></b></p> <table border="1" style="width: 100%; text-align: center;"> <tr> <td style="background-color: #0070C0; color: white;"><b>Safe &amp; Effective</b></td> <td style="background-color: #FF0080; color: white;"><b>Kind &amp; Caring</b></td> <td style="background-color: #70AD47; color: white;"><b>Exceeding Expectation</b></td> </tr> <tr> <td style="background-color: #0070C0; color: white;">We will work collaboratively to prioritise the safety of all within our care environment</td> <td style="background-color: #FF0080; color: white;">We will act in the best interest of others at all times</td> <td style="background-color: #70AD47; color: white;">We will grow a reputation for excellence at our norm</td> </tr> </table> <p style="text-align: center;"><b><u>Strategic Objectives</u></b></p> <ul style="list-style-type: none"> <li>❖ To have an effective and well integrated health care system that operates efficiently</li> <li>❖ Proactively seek opportunities to develop our services</li> <li>❖ Create a culture of compassion, safety and quality</li> <li>❖ Attract, retain and develop our staff and improve employee engagement</li> <li>❖ Maintain financial health – appropriate investment to patient services</li> <li>❖ Be in the top 25% for key performance measures</li> </ul>		<b>Safe &amp; Effective</b>	<b>Kind &amp; Caring</b>	<b>Exceeding Expectation</b>	We will work collaboratively to prioritise the safety of all within our care environment	We will act in the best interest of others at all times	We will grow a reputation for excellence at our norm
<b>Safe &amp; Effective</b>	<b>Kind &amp; Caring</b>	<b>Exceeding Expectation</b>						
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<b>2. Role Summary</b>								

The Social Prescribing service provides a non-medical approach to supporting adults in Wolverhampton to improve their health and wellbeing. Our aim is to link people with activities and support in their local communities which might help them to feel better and more connected.

The aim of the LINK Volunteer role is to support the delivery of the service in a variety of ways (to be agreed with the LINK Volunteer Coordinator and your assigned LINK Worker).

This is an excellent role for volunteers who wish to support others in their community and reduce loneliness and social isolation, while providing a range of supportive opportunities and experiences for volunteers within a health and social care setting.

### **3. Main Duties & Responsibilities**

The tasks you will be asked to perform will depend on the needs of the service, the person you are matched with and your personal level of confidence, experience and interests. This may include the following:

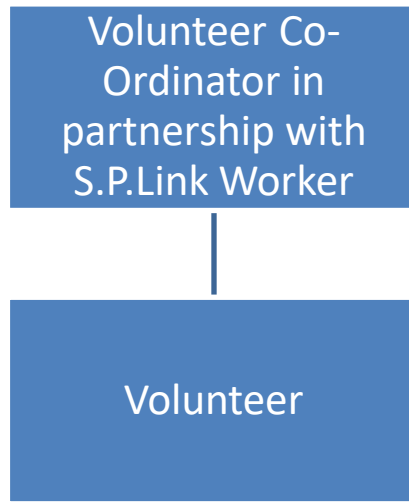
- Telephone or face to face support for isolated housebound people across the city
- Support people to utilise technology to reduce their isolation and ensure that their health and social needs are being met.

Other types of support you might be asked to provide include supporting people

- Identify and attend social activities or groups
- Learn a new skill or find a new hobby
- Help to cope with their long-term conditions by getting involved with community activities
- Link people with support services such as befriending
- Try out new activities that make them feel healthier such as walking or swimming.

The volunteer's element of the service is managed by The Royal Wolverhampton NHS Trust and works in partnership with The Royal Wolverhampton NHS Charity and the Wolverhampton Voluntary and Community Action (WVCA).

#### 4. Organisational Chart



This role description is not intended to be an exhaustive list of duties and it may be reviewed and altered in the light of changed service needs and developments after discussion with the volunteer.

#### **Infection Prevention**

Maintain a current knowledge of infection prevention and control practices and policies through annual mandatory updates and role specific training.

Demonstrate a current knowledge of infection prevention and control practices through the delivery of clinical care and maintenance of a safe environment in accordance with infection prevention and control practices and policies. Take part in infection prevention initiatives in the local area. Challenge infection prevention practices, reporting breaches using relevant Trust policies as appropriate (e.g. incident reporting policy).

#### **Equal Opportunities Policy**

It is the aim of the Trust to ensure that no job application or employee receives less favourable treatment on grounds of sex, disability, age sexual orientation, race, colour, nationality or ethnic or national origins or is not placed at disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the Trust has an Equal Opportunity Policy and it is for each employee to comply with and contribute to its success.

#### **Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors, to observe obligations under organisational and departmental Health and Safety Policies, maintaining awareness of safe practices and assessment of risk.

#### **Data Protection**

If required to do so, to obtain, process and/or use information held on computerised or manual records in a fair and lawful way in line with the Data Protection Act 2000. To hold data only for specific purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations, as instructed.

### **Customer Care**

It is the aim of the hospital to provide patients and other service users with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and other service users first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

### **Safeguarding**

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures, and Trust and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

### **Smoking Policy**

The Trust provides a smoke-free work environment.

### **Confidentiality**

The Trust is fully committed to encouraging its staff to freely contribute views on all aspects of health service activities, especially those on delivery of care and services to patients. However, you shall not, either during or after the end of your volunteering, (however it is terminated), divulge to any unauthorised person confidential information relating to the Trust. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Your obligations of confidentiality under this clause shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed, provided that such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Trust's Policy on Raising Concerns at Work-Whistle Blowing Policy, a copy of which is available from the Human Resources Department.

### **NHS Constitution**

The Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another.

All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to [NHS Constitution for England - Publications - GOV.UK](#) that essentially provides further and more detailed explanation of each of the rights and pledges.

### **Criminal Records**

This post is not subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions is not necessary.

**PERSON SPECIFICATION**

*This document describes the qualities required for a volunteer role that are not captured by the role description.*

<b>SPECIFICATION</b>	<b>DESCRIPTION</b>	<b>Rating Essential (E) or Desirable (D)</b>	<b>Method of Assessment Application Form (AF) / Interview (Int.) / Presentation (P) Test (T)</b>
<b>Experience/Skills</b>	<p>Previous experience of volunteering in a community setting</p> <p>Previous experience of work in the care sector/ caring for dependents</p> <p>Excellent communication skills</p> <p>Reliability and commitment</p> <p>Understanding of the organisation's vision and values and willingness to embrace these</p> <p>Enthusiasm and strong desire to help improve experiences of service users, and reduce social isolation and associated issues, through the role</p> <p>Ability to use some digital technology for training/ communications</p>	<p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Int.</p> <p>Int.</p> <p>Int.</p> <p>Int.</p> <p>Int.</p> <p>Int.</p> <p>Int.</p>
<b>Communication Skills</b>	Verbal communication is key to this role. You will require the ability to communicate well with service users (some of whom may present challenging communication issues), and staff at all levels.	E	AF and Interview

<b>Flexibility</b>	We ask that volunteers commit to at least one duty per week for at least 3 months. Shift availability to be confirmed by your supervising Link Worker	E	Int.