

Volunteer Role Description

NCIC Trolley Volunteer:

What is the purpose of the role?

To deliver patient case notes to the correct department within the correct timeframes (e.g. in time for clinic appointments) via pushing a trolley. This will be based within The Cumberland Infirmary.

There is no requirement to lift anything heavier than a set of notes although you will be required to undertake some “Moving & Handling” training prior to commencement.

Would Ideally be looking for volunteers who could give some time in the mornings from 8am.

What tasks can this role include?

Pushing health records trolleys (locked) to specified departments within the hospital environment and ensuring these are handed over to the appropriate reception staff.

Considerable walking distances are involved in this role. Could be up to 5km per day.

This might be the role for you if:

- Physically able to push a trolley
- Good communications skills

- Approachable & helpful
- Adaptable
- Supportive
- Can provide one morning or afternoon per week.
- You must be over 18 to do this role and have the right work within the UK

What skills, knowledge and experience might you gain through this role?

- Experience of working in a hospital setting.
- Companionship and the opportunity to meet other volunteers.
- Working in the knowledge that you are making a difference to people.
- Understanding of patient confidentiality and appointment deadlines.

What are the benefits to you?

- You will be volunteering to support a meaningful and rewarding cause
- You will feel good about the work you are doing and you want to share the joy of giving back with others
- Gain new skills, knowledge and experience
- Develop existing skills and knowledge
- Enhance your CV
- Improve your employment prospects
- Meet new people and make new friends
- A chance to socialise

What are the benefits to our organisation?

- Improved patient/visitor experience within our hospitals.
- Supporting the Trust with infection control measures; face masks and hand washing.

What support and training will be provided?

- Full volunteer recruitment process.
- Volunteer induction.
- Specific training for the role.
- Regular and ongoing support from a named member of staff.
- Ongoing training as the role requires.
- Out of pocket expenses are reimbursed in accordance with North Cumbria Integrated Care NHS Foundation Trust Volunteering Policy

A volunteer is a valued member of North Cumbria Integrated Care NHS Foundation Trust and it is expected that volunteers will:

- Volunteers are expected to abide by the Trust values whilst volunteering for the Trust: Kindness, Respect, Ambition and Collaboration.
- Volunteer within the guidelines agreed by the named staff members for the placement.
- To carry out their duties with consideration and respect to all patients, staff, and the general public at all times.
- To maintain confidentiality at all times, whilst on placement and once the placement is complete. Confidentiality applies other than awareness of a safeguarding issue, which must be reported, in confidence, to the Volunteer Lead only. Training will be given.
- To maintain good standards of communication with patient, staff and the general public at all times
- To comply with the Trust's Health & Safety Policy and other policies provided to the volunteer at the commencement of their placement.

- To attend all training deemed by the Trust to be essential to the volunteering role, in a timely manner.

Health and Safety

Your safety is our priority. The majority of tasks can be undertaken while social distancing and volunteers will receive guidance and support.

Comfortable supportive footwear must be worn at all times. (No flip-flops, clogs, crocs, slip-on shoes or stiletto heels are permitted.)

Location: Cumberland Infirmary

A DBS check at a Standard level is required for this role
All DBS checks for volunteer are free of charge