

Job Description

JOB TITLE: Volunteer

BASE: Blackpool or Clifton

RESPONSIBLE TO: Voluntary Services

ACCOUNTABLE TO: Voluntary Services

DBS: Standard

JOB SUMMARY:

To enhance the patient experience through volunteering at Blackpool Teaching Hospitals

DUTIES AND RESPONSIBILITIES

If you choose Blackpool Teaching Hospitals to start your volunteer journey you can pick one of the many roles from below. Some roles are specific to Blackpool Teaching Hospitals and some are Clifton.

Don't worry if you are unsure as we can talk through them in your informal interview and find the best one for you.

Volunteer roles within the Trust

ROLE	BASIC OUTLINE OF ROLE
Blue Skies Shop	work in sets of 2 in the shop based in OPD with multiple customers, all proceeds go back to Blue Skies Hospital Charity.
Blue Skies Trolley	work in sets of 2 and visit multiple wards with a trolley of sweets, toiletries, and newspapers

Chaplaincy	Volunteers visit multiple wards to give spiritual relief to patients
ED Volunteers	Provide refreshments to ED patients on a rota
ED Waiting Room Volunteers	Provide refreshments to ED patients in all waiting areas on a rota.
Health Mentor	Volunteers are present on the Cardiac Health Mentor Desk and hand out healthy leaflets and advice, and visit Cardiac Wards to deliver the leaflets to in-patients
Influence Panel	This panel is run by volunteers where they capture patient voices to support patient development and operations.
Listeners	Visit multiple wards giving real time surveys to patients and relaying the information to The Patient Experience Team.
Macmillan Area Helper	volunteers helping the Macmillan team on the unit with leaflets
Macmillan Cancer Buddy	Contact patients via phone calls, the team put patients in touch with ex patients who have gone through the same diagnoses they have 1-2-1 contact
Macmillan Cancer Carer Buddy	Contact carers via phone calls, the team put patients in touch with carers who have gone through the same diagnoses with a loved one. To support the provision of 1-2-1 contact
Navigator	Meet and greet on main entrances of the Hospital, including Main Reception BVH and Clifton, Information Desk and OPD

Path Lab Helper (Blood runners at BVH)	Deliver blood samples from Macmillan to Pathology in real time to cut down waiting times in Macmillan OPD
Pet as Therapy	Dog and owner visit multiple wards
PLACE Volunteer	Visit multiple wards to assess the environment and report back to Facilities to aid improvements
Readers Panel	Act as proof-readers of all Trust literature from home before it is reproduced for distribution to patients
Ward / Area Helpers	Volunteer in Wards and Departments to enhance patient care
Wheelchair Distributors	Collect discarded wheelchairs from in and around the Hospital and ensure they are at all wheelchair bays evenly throughout the Hospital

Personal

- Be 16 years of age or over (some acute medical areas, such as A and E, require volunteers to be over the age of 18)
- Have a friendly and approachable manner.
- Be a good listener.
- Be conscientious, reliable, and punctual.
- Be of smart appearance
- Treat people with respect regardless of background.
- Display a non-judgemental attitude.
- Understand the importance of and practice confidentiality.

GENERAL REQUIREMENTS

1. Quality

Each member is required to ensure that:

The patient and customer are always put first;
That in all issues, the patient/customer requirements are met and all staff contribute fully to achieving the Trust's corporate goals and objectives;
That all volunteers hold themselves personally responsible for the quality of their work and therefore seek to attain the highest standards achievable within their knowledge, skills and resources available to them in furtherance of the Trust's Vision and in embedding the organisation's Values.

2. Confidentiality

Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to patients and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust Disciplinary Procedure and may result in dismissal.

3. Data Protection/Freedom of Information Acts

Carry out any requirements within the duties applicable to the Data Protection Act, 1998 and the Freedom of Information Act 2000.

4. Health and Safety

Each member of the Trust's staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation (Health & Safety At Work Act 1974), guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

5. Equality & Diversity

It is the responsibility of all employees to support the Trust's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Trust's Equality and Diversity Strategies and Policies.

6. Working Time Directive

You are required to comply with the regulations governing working time and to any locally agreed associated arrangements.

7. Harassment & Bullying

The Trust condemns all forms of harassment and bullying and is actively seeking to promote a work place where employees are treated with dignity, respect and without bias.

8. External Interests

Each member of the Trust's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in any doubt about a possible conflict of interest

9. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the Trust to achieve its corporate goals and objectives.

10. Smoke-free Policy

In line with the Department of Health guidelines, the Trust operates a strict smoke-free policy.

11. Safeguarding

The Trust are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share its commitment.

Rigorous recruitment checks are carried out on successful applicants who may be required to undertake Enhanced Disclosure via the DBS.

Sustainability / Net Zero Carbon

Blackpool Teaching Hospitals are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy and water, minimise waste in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.

- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport

Active Travel

Blackpool Teaching Hospitals encourages employees to participate in active travel methods to and from their place of work, where possible. All main Trust sites are on local bus routes, have access to good cycle storage facilities and have safe paths for walking. Please note, car parking is limited at main Trust sites and therefore other modes of transport may be a more suitable, healthy, and sustainable choice.