

“A great place to be cared for; a great place to work”



**University Hospitals of  
Morecambe Bay**  
NHS Foundation Trust

## JOB DESCRIPTION

Job Title:	Volunteer – Set for Surgery programme
Department/Ward:	Volunteer Services
Band:	Volunteer
Care Group:	Corporate (Patient Experience)
Responsible to:	Supervisor (The supervisor may vary depending on the specialism and locality of the volunteer role)
Accountable to:	Set for Surgery Volunteer Coordinator
JOB SUMMARY:	The role of Set for Surgery Volunteer is to help support members of the community, who are on a potential surgical treatment pathway, to take an active role in the management of their own health and wellbeing and to help people make links and connections in their community to help support a happier and healthier community.

## KEY WORKING RELATIONSHIPS:

The role supports the aims of UHMB Set for Surgery programme.

## MAIN DUTIES

The scope of the role is broad as we recognise that a 'one size' fits all will not necessarily meet the diverse needs in our community. Volunteers will play an active role in helping to develop what works well in the community or continue to support existing groups that help support people to be healthier and happier, whilst on a surgical care pathway.

Volunteers will be able to tap into the resources of the Set for Surgery Programme, the Integrated Care Community & wider team to support groups/ sessions that they feel are needed based on their lived experience and/or status as residents in the area.

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Volunteers will be available to help patients within the programme, based on a matching scheme whereby demographic and health criteria will be used to steer a good ‘fit’.

Set for Surgery Volunteers will:

- Act as peer support for appropriate patient(s) undertaking a potential surgical pathway, who wish to adopt a more proactive wellness approach
- Provide appropriate level of peer support, whilst showing awareness of the limits of the role, working within a pre-agreed framework, with adherence to escalation protocols should concerns arise
- Adhere to contemporary guidance in terms of documentation of contacts and interactions with patients
- Undertake appropriate training (Making Every Contact Count, health coaching) prior to embarking on peer support work
- To ensure that patients’ progress is supported along the defined duration of their Set for Surgery journey, so that targets, as fulfilled, can be fed back rapidly to the clinical system
- To help ensure accurate records are maintained of all contacts you have with patients, including measures of improvement, and activity logs. Thereafter, to ensure these are collated centrally.
- Be instrumental in shaping the future state of an organic volunteer resource pool
- Sessions as a UHMBT volunteer must be agreed prior to commencement. Volunteers who may hold other volunteer roles within the community must not display their UHMBT badge whilst undertaking these activities or any other activities outside of the Set for Surgery volunteer role.
- Provide a commitment to the patients and act as a representative for them at any meetings and events.
- To help signpost patients through resources and systems for further help eg. Community based social prescribers, or for health condition issues, back to their hospital consultant / department
- To assist in the promotion of individual patient and/or groups / sessions within their local networks and beyond.
- Be open and honest with the identified supervisor about any changes to circumstances that may affect their volunteer role, including regularity of volunteering.

## Planning and organising

Good organisational skills. Good time keeping skills. Contribute to the planning, running and development of individual patient and/or group sessions.

## Personal

1. To adhere to the principles as set out in the volunteer policy.
2. Be inclusive, friendly and welcoming to patients individually, and group / session attendees at all times.

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3. Compassionate, non-judgemental and sensitive towards patients, and their individual circumstances.

4. Encourage people to play an active role in managing their own health and wellbeing.

5. Understanding of the wider issues that impact health and wellbeing in our community.

#### Communication

1. Ensure that patient confidentiality is maintained at all times.

2. Good communication skills.

3. Sensitive and empathetic.

4. Proactively involved in collaborative solution seeking where issues are identified.

#### Health & Safety

1. Report any environmental factors that may contravene health & safety requirements.

#### Our Commitment

Set for Surgery volunteers are considered partners in the delivery and development of initiatives that seek to promote health and wellbeing in our community, as patients embark on a potential surgical pathway. We recognise the importance of learning from experience, and will seek to include and involve volunteers as sources of expert knowledge..

We commit to the following;

- To invite and welcome open and honest feedback from Set for Surgery volunteers.
- To give volunteers the opportunity and the time to contribute to decision making.
- Ensuring volunteers are kept up to date with new initiatives related to their expertise, to ensure their skills and knowledge are refreshed.
- To respond to queries and requests from volunteers in a fast, efficient manner.
- Supporting volunteers in developing the role in collaboration and as appropriate.
- Ensuring that volunteers are recognised as part of the Set for Surgery programme.

This volunteer profile is not exhaustive and will be reviewed and amended, with the post holder, when necessary.

#### **TERMS AND CONDITIONS**

This is a voluntary post.

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### **CONFIDENTIALITY**

Information relating to patients, employees and business of the Trust must be treated in strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Freedom of Speech policy.

### **SAFEGUARDING & PROTECTING CHILDREN**

Everyone shares responsibility for safeguarding and promoting the welfare of children and young people, irrespective of individual roles. As an employee of the trust you will need to be aware of your responsibility in relation to safeguarding and protecting children. You will need to be aware of trust/local LSCB procedures and know how to contact named professionals, within the safeguarding team for advice and support.

### **ENVIRONMENTAL IMPACT**

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use and it is safe to do so, minimising water usage and reporting faults promptly.

### **HEALTH AND SAFETY**

The Health and Safety at Work Act stipulates that it is the responsibility of each employee to observe all rules governing safety and conduct and as such safety equipment and Personal Protective Equipment provided must be used.

### **INFECTION CONTROL**

The Trust is committed to protecting the health of all staff, patients and visitors to the Trust. As such all staff is personally responsible for compliance with all Trust and department infection prevention and control policies. Failure to comply with such policies and associated procedures is likely to lead to disciplinary action and may result in dismissal.

### **MANUAL HANDLING**

The post holder will be provided with adequate training in correct lifting techniques by a recognised lifting instructor.

### **NO SMOKING POLICY**

A No Smoking Policy operates across all Trust sites.

### **QUALITY OF SERVICE**

The trust is committed in its use of available resources to obtaining the best possible service for patients and staff. The Post holder must share this objective and seek to maintain and improve the quality of service provided.

### **EQUAL OPPORTUNITIES**

The Trust is pledged to equal opportunities for all and is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, ethnic or national origin or disability. We promote flexible working opportunities wherever possible to enable staff to balance their work with their private lives.

### **TRAINING AND DEVELOPMENT**

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Maintain your professional standards in respect of education and training and ensure that you are aware of your specific area specialty training and needs analysis.