

Oxleas NHS Foundation Trust Volunteer Role Description

Placement title: Eltham Community Hospital (ECH) Meeter and Greeter Volunteer

Placement address: Eltham Community Hospital, Passey Place, Eltham, SE9 5DQ

Placement telephone number (include ext if applicable):

020 8319 7110

Placement supervisor: Ishbel Collison

Placement manager: Julie Langford

Details about the placement (what it offers etc.):

This is an exciting opportunity to volunteer with Oxleas NHS Foundation Trust. We are looking for volunteers to cover the 1st floor reception at Eltham Community Hospital, Eltham. They will be required to greet patients coming into the hospital and offer assistance, to point them in the right direction of where they need to go for their appointments. This will be on a rota system and the successful candidates will be required to carry out a minimum of 4 hours a day.

Specific Tasks

- On the job training will be provided as well as support.
- The main responsibility of this placement is to provide support to service users to and from their appointments at ECH.
- To greet patients on arrival at reception.
- Support patients to complete service user surveys
- You will be required to direct patients to appropriate reception areas.
- You will be situated in first floor Oxleas reception area.
- Good communication skills are necessary for this post.
- To report any complaints, incidents, accidents, damages and losses in relation to the ECH property.
- Maintain a good working relationship and communication with all colleagues within Oxleas and outside agencies (where required).
- Work within Oxleas policies, procedures and guidelines (PPG's) by ensuring confidentiality is adhered to at all times.
- Undertaking responsibility for adhering to Health & Safety requirements and attending relevant statutory training.
- Ensuring that actions and behaviour falls within the equal opportunities policy.

Any additional information:

(Days, time): Flexible shifts between 8.30 – 17:00 volunteering a minimum of 4 hours per day. Days and times are negotiable. A rota is in place to make sure the reception is covered at all times.

Attend support and supervision sessions (a minimum of 1 session every 3 months)

Able to commit to regular hours of volunteering and must be able to volunteer for a minimum of a 3-month period.

Must be available to attend training as required for the placement and or personal development.

You will be reimbursed for travel within the boroughs of Bexley, Bromley and Greenwich (must provide original receipts if using public transport) and you can also claim for lunch or other subsistence costs (maximum of £5/day) if your volunteering exceeds 4 hours in a day(please refer to volunteers policy for further details).

Work within Oxleas policies, procedures and guidelines (PPG's) by

- Ensuring confidentiality is adhered to at all times.
- Undertaking responsibility for adhering to Health & Safety requirements and attending relevant statutory training.
- Ensuring that actions and behaviour falls within the equal opportunities policy.
- Promote at all times a positive image of mental ill health ensuring respect for the dignity and rights of individuals is upheld at all times.
- Be aware of Data Protection.

Confidentiality

In the course of your employment with Oxleas NHS Trust you may handle confidential personal information concerning either patients or staff which may be held by the Trust. You must not read, discuss, disclose or pass on confidential information unless it is necessary in the pursuance of your legitimate duties.

Unauthorised disclosure of such information will be treated as a serious matter. In addition, it is important that you realise that if this confidentiality is breached, this may result in civil proceedings or a criminal prosecution.

This confidentiality must continue at all times and this agreement will continue beyond your voluntary placement with Oxleas NHS Trust.

Health and Safety

You are required to make positive efforts to maintain your own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice. You are also required to be aware of and comply with Trust policies on health and safety, etc.

Equal Opportunities

The aim of the Trust's policy is to ensure that no volunteer or employee is discriminated against either directly or indirectly on the grounds of race, colour, creed, sex, marital status, disability, and age, and nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices to ensure that all users and providers of its services are treated according to their needs. The policy also applies to staff/volunteers working within the Trust.

Enhanced DBS

Our volunteers are frequently reassigned duties and client groups across the Trust as-and -when requirements change. We are clear with candidates applying for volunteer positions that they will undertake variety of roles and not just limited to a primary volunteer role.

Our volunteers frequently conduct regulated activity with both client groups (adult and child) in that their roles involve: conveying service users to and from clinical appointments (i.e., often utilising their own personal vehicle); personal care (including assisting service users with eating, drinking, and prompting and supervising these tasks); assistance with cash and financial affairs. Additionally, the 'Research Net' volunteer roles involve building a therapeutic relationship with service users with the sharing of lived mental ill health experience.

Service User and Carer Involvement

Oxleas is committed to developing effective user and carer involvement at all stages in the delivery of care. All volunteers are required to make positive efforts to support and promote successful user and carer participation as part of their day-to-day work.