

Voluntary Services

Role Description & Person Specification

<p>Voluntary Position Main Reception</p>	<p>Responsible to Voluntary Services Team</p>
<p>Area Rye, Winchelsea and District Memorial Hospital</p> <p>Lead supervisor(s) Diana Carter - Matron – Rye</p>	<p>Aim</p> <ul style="list-style-type: none"> • Help advising visitors on safety protocols and measures relating to Covid-19 • Helping to direct visitors to areas as well as advising of restricted measures in place relating to Covid-19 • Supplying tickets to visitors who are visiting patients • Provide visitors with protective masks and advising of use and disposal of masks and use of hand sanitisers
<p>Essential requirements</p> <ul style="list-style-type: none"> • Occupational Health Clearance • DBS – Yes, a standard DBS clearance is required for this role • ID badges must be worn at all times when on duty 	
<p>Key Tasks</p> <ul style="list-style-type: none"> • Be the first point of contact for visitors entering the hospital • Helping to maintain safe distancing between visitors, staff and patients • Answer wayfinding queries for visitors; ensuring they are directed to the right area • Being aware of patient/visitor waiting for long periods and provide support and advice to rest/sit down • Make contact with relevant areas and departments if requested • Provide people access to wheelchair (Volunteers willing and able to push patients in wheelchairs should attend the appropriate training and update. (Obtain details from the Voluntary services office)) • There will be a need to answer the telephone on the front desk, you should feel confident to interact with patients or visitors. Training will be given. • Front desk is serviced by the Volunteers who have been provided with the means to summon assistance from another member of staff on the unit, for example to deal with a complaint or a verbally aggressive patient/visitor. 	
<p>Your Safety and Protection</p> <ul style="list-style-type: none"> • Social distancing will be in place, to ensure your safety and protection • You will be provided with any protection materials, including a mask • You will be provided with a volunteer/welcome lanyard • You will be supported to understand infection control 	
<p>Additional Information</p> <ul style="list-style-type: none"> • Volunteers who work a shift of 4 hours or more will be entitled to claim up to a maximum of £5 on purchases of food and drinks • Expenses to be redeemed following ESHT Volunteers expenses claim procedures • Volunteers can claim their travel, ensure receipts are kept. • Contact Voluntary services with any claim questions. 	

Who/What we are looking for:

- Excellent communication skills
- Able to work as part of a team
- Willing to undertake specific training for this role
- A good understanding of confidentiality
- Be empathetic and calm under pressure and demonstrate resilience
- Possibly chaperone visitors/patients to where they are going (with the exception of those in wheelchairs)

Days and Hours

- Monday to Friday for 2 - 5 hours between hours of 9 am – 5 pm (patient visiting sessions are between 2 pm – 3 pm and 4 pm – 5 pm plus an evening session between 6 pm – 7 pm)
- NOTE – 30 minute breaks for sessions exceeding 4 hours
- Frequency of weekly sessions – minimum once a week

Training and Support

Volunteers will receive a Volunteers Handbook – which includes Health and Safety, Information Governance, Fire Safety, Infection Control, Equality and Diversity, Moving and Handling and Safeguarding.

Supplementary Training as identified by your Area Supervisor and supported by Voluntary Services Team

- Understanding safety measures relating to Covid-19
- Understanding hospital lay out and map of departments for sign posting
- Infection control training

How you will be supported in your role: For each session your named Area Supervisor and/or named on site staff member will act as your main point of contact to support you, answer questions and provide help when you need it.

ESHT Voluntary Services Co-ordinators are based at the Conquest Hospital and Eastbourne
Conquest Voluntary Services Office – Tel 0300 131 3569 esh-tr.voluntaryservices-hastings@nhs.net
Mobile Number – 07855 145622

EDGH Voluntary Services Office – 0300 1314500 Ext 134880 esh-tr.voluntaryservices-eastbourne@nhs.net

Young People Volunteer Project Manager – Katy Heath Katy.heath1@nhs.net Mobile – 07866 007653

Patient Experience Lead with responsibility to Voluntary Services - Gill Reynolds
Gillian.reynolds2@nhs.net Mobile – 07929 050708

Learning:

This role provides an opportunity to gain and develop team working skills and self-confidence as well as contributing to the enhancement of a visitor's experience of our hospital sites, improved patient experience and supporting the staff team on a supplementary basis. This role will be valuable learning for volunteers new to the Trust, to help their learning and experience of working within a hospital environment and understanding the layout of the hospital site.