



CHILDRENS HOSPITAL FOR WALES (CHFW) – WELCOME TEAM VOLUNTEER

Patient Experience

Location

CHFW main entrance (University
Hospital of Wales)

Reports to

Identified area manager/coordinator

Accountable to

Voluntary Services Team Manager

Time Commitment

2-4 hours per week between 9am and
4pm Monday - Friday

Required Checks

DBS (criminal Records Check)
Occupational Health check
Two References

Expenses

Reimbursed travel to/from
locations on day of volunteering

PERSONAL REQUIREMENTS

- To have excellent listening skills and be non-judgemental.
- To be confident when communicating with service users, visitors, staff and general members of the public.
- To be enthusiastic about the aims and work of Cardiff & Vale UHB.
- To display levels of empathy and understanding at all times.
- To be presentable, smart and always wearing UHB Volunteer uniform and ID badge.
- To recognise when to refer issues and questions to UHB staff.

OUTLINE OF DUTIES

To provide an excellent service to all service users and visitors accessing the CHFW, by assisting them to overcome feelings of bewilderment, apprehension, isolation and/or irritation in a strange busy environment.

MAIN TASKS

- Welcome staff and visitors to the hospital
- Direct visitors to the location as required or through the appropriate pathway
- Befriending patients who may be on their own chatting and offering reassurance if required
- Accompanying visitors to their destination as appropriate
- To help answer appropriate queries
- Escalate identified issues or questions to the appropriate support
- To liaise with the Portering Service if someone needs to be pushed in a wheelchair to a ward or clinic

Covid regulation dependant:

- Remind visitors of wearing masks, social distancing and hand hygiene procedures
- Provide up to date information in relation to the UHB's Visiting Policy

TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff and Vale University Health Board Training and Induction as well as an appropriate level of manual handling and violence and aggression training.

Training needs will be identified through the supervision process and met through Cardiff and Vale UHB Training Programmes.

Volunteers will be treated inclusively by the Voluntary Services Team and will be offered ongoing supervision and guidance.

COVID19 SPECIFIC GUIDANCE

- All Volunteers will need to complete an individual risk assessment prior to starting
- All Volunteers must be aware of the need to stop volunteering should they feel unwell or if they live with someone who has symptoms and to follow the latest government and NHS advice especially regarding COVID-19 symptoms
- Training, guidance and induction to be provided via e-learning or virtual technology where possible
- Volunteers must be provided with the required levels of PPE and be trained in the usage, donning, doffing, and disposal of PPE in line with UHB guidelines

BENEFITS TO THE VOLUNTEER

This role offers:

- Experience of team working
- Satisfaction of assisting others and providing an invaluable service to the Health Board and community
- An opportunity to develop personal skills and experience
- The opportunity to meet new people

PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures	✓	
Experience of working in a health care setting		✓
Good communication skills	✓	
Ability to speak Welsh		✓
Ability to work on own initiative and as part of a team	✓	
Reliable and punctual	✓	
Experience of befriending		✓
Experience of volunteering		✓
Willingness to undertake training	✓	
Available to volunteer for a minimum of 4 hours a week	✓	
Enthusiastic and outgoing	✓	



Kind and
caring

Respectful

Trust and
integrity

Personal
responsibility

