



DIGITAL LIBRARY TROLLEY VOLUNTEER

Patient Experience

Location

Various wards at either University Hospital of Wales or University Hospital Llandough

Reports to

Voluntary Services Team

Accountable to

Voluntary Services Team Manager

Time Commitment

minimum 2 hours a week for a minimum of 6 months

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

The Digital Library Trolley is stocked with a individual portable DVD players, DVDs, reading materials and a variety of activity packs and resources. The trolley service is run by volunteers who visit allocated wards on a hospital site to offer the resources for patients to borrow. Two volunteers are needed for each trolley round.

MAIN TASKS

- To stock the trolley with DVD players, a variety of DVDs and activity resources.
- To issue these resources to patients and arrange returns.
- To keep a log of items on loan.
- To be a friendly face to patients, chatting to patients about their taste in films and having general conversation.
- To liaise with the nurse in charge and staff on the ward to identify which patients/areas may be approached.
- To treat all patients with dignity and respect.
- To ensure adherence to infection control guidance.
- To follow safeguarding policy and procedure.

TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff and Vale University Health Board Training and Induction. 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 and guidance may be provided via e-learning or virtual technology where needed
- Volunteers will be provided with the required levels of PPE

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 the time required	✓	
Enthusiastic and outgoing	✓	
Willing to learn how to and use digital devices	✓	



Kind and caring

Respectful

Trust and integrity

Personal responsibility

