



EDITORIAL PANEL VOLUNTEER

Patient Experience

Location

Home based

Reports to

*Information and Support Centre
Manager*

Accountable to

Voluntary Services Team Manager

Time Commitment

*Variable but approximately 2
hours per month*

PERSONAL REQUIREMENTS

- To have excellent literacy skills
- To have a broad interest in health
- To have basic computer skills - be able to use email and open attachments, as well as being able to join a MS Teams meeting



MAIN TASKS

The overall aim is to improve the standard of written information for patients and service users.

- To receive patient information leaflets by email
- Proof read these leaflets and highlight any amendments
- Provide constructive feedback on the content and readability of the leaflets

TRAINING AND SUPPORT

Volunteers will need to undertake relevant 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.

BENEFITS TO THE VOLUNTEER

This role offers:

- Satisfaction of assisting others and providing an invaluable service to the Health Board and community
- An opportunity to develop personal skills and experience

PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures	x	
Experience of working in a health care setting		x
Excellent literacy skills	x	
Ability to speak Welsh		x
Ability to work on own initiative and as part of a team	x	
Available to volunteer for a minimum of 2 hours a month	x	

*Volunteers
will be treated
inclusively by
the Patient
Experience
Team and will
be offered
ongoing
supervision
and guidance.*