



HEALTH CHARITY HUB VOLUNTEER

Patient Experience

Location

Concourse Area UHW

Reports to

Senior Marketing and
Communications Officer

Accountable to

Voluntary Services Manager

Time Commitment

Maximum of 2 hours per session to
cover lunch time 11am-1pm.
Availability to cover Monday – Friday.
Multiple sessions available or one
session a week

Required Checks

DBS, Occupational Health, 2 x
references (undertaken by Voluntary
Services Team)

Expenses

Reimbursed travel to/ from
location 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 and the Health Charity.
- 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.

AIM OF SERVICE

Cardiff & Vale Health Charity is the official Charity of Cardiff and Vale University Health Board. The Charity Hub will serve as a welcoming, informative, and engaging space that supports patients, visitors, colleagues, and the wider community. The Health Charity provides support across the whole Health Board, including hospital wards, departments, community health services, and research areas throughout Cardiff and the Vale of Glamorgan.

OUTLINE OF DUTIES

- Welcoming visitors to the Hub and offering general support or signposting.
- Providing information about the charity's activities, events, and ways people can get involved.
- Helping to keep the Hub tidy, organised, and well presented.
- Assisting staff with light tasks such as preparing materials, organising stock, or updating information boards.
- Acting as a positive ambassador for the charity.

MAIN TASKS

- Provide feedback to Health Charity staff
- Act as a positive role model
- Signposting
- Collecting relevant data

TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff and Vale University Health Board Training and Induction.

IMPORTANT BOUNDARIES

Volunteers will not be undertaking any staff duties. Role does not include the handling of money. Volunteers need to understand professional boundaries.

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

SPECIAL REQUIREMENTS

- Confident with working with members of the public and staff members.
- Have a good understanding of the role of a charity.

BENEFITS TO THE VOLUNTEER

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

PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures	x	
Experience of working in a health care setting		x
Good communication skills	x	
Ability to speak Welsh		x
Ability to work on own initiative and as part of a team	x	
Reliable and punctual	x	
Willingness to undertake training	x	
Available for the required times	x	
Enthusiastic and outgoing	x	
Experience of Volunteering		x
Understanding of the role of the Health Charity		x
Experience of Befriending		x