



# VACCINATION CENTRE WELCOME TEAM VOLUNTEER

## Patient Experience

### Location

Barry Holm View and Woodland  
House Cardiff

### Reports to

*Senior member of staff/Nurse in  
charge*

### Accountable to

*Voluntary Services Team*

### Time Commitment

*2-4 hours per week 7 days, hours  
dependant on location*

### Required Checks

*One Reference*

### 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 a welcoming presence at the entrance to the Vaccination Centre and assisting those who may feel anxious or apprehensive.

To provide information, reminding visitors to maintain compliance with all Covid-19 safety measures. At times to undertake a screening questionnaire at the start of their visit and feedback at the end.

## MAIN TASKS

- Welcome staff and visitors to the Vaccination Centre and advise of the process for entering the site
- Direct visitors to the location as required or guide through the appropriate pathway
- To undertake a feedback questionnaire with visitors on exit from time to time
- Escalate identified issues or questions to the appropriate support
- Remind visitors of current Covid-19 safety measures
- To support in the waiting areas

## TRAINING AND SUPPORT

Training needs may be identified 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 a minimum of 4 hours a week	✓	
Enthusiastic and outgoing	✓	



Kind and  
caring

Respectful

Trust and  
integrity

Personal  
responsibility

