



# Patient Voice Volunteer

## Location

*Various wards across Hospital Sites within the UHB*

## Reports & Accountable to

*Patient Experience Team*

## Age Restrictions

*You must be 18 years old or above when you start the role*

## Time Commitment

*2 hours per week (Monday to 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 be 18 years old or above.
- You must 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 "patient voice" (patients sharing their opinions and experiences).
- To display levels of empathy and understanding at all times.

## Outline of Duties

The overall aim is to support the ongoing work across the organisation to ensure that the voices of the service users at the Health Board are being heard. Our volunteers help us to do this through spending time undertaking premade feedback surveys with our service users and sharing of feedback with our staff.

***This role does not include advocacy or counselling.***

## Main Tasks

- Assisting identified service users (patients/family/staff) to give their feedback via Health Board surveys (usually while on the wards).
- Spend time conversing with and listening to Health Board service users.
- Support with the inspection and monitoring of our electronic feedback Kiosks (knowledge of IT or computers is not needed for this task).
- Facilitate sharing positive feedback from our service users directly with our staff.

## Equality and Diversity

We are committed to promoting inclusion, where every volunteer has a sense of belonging. We welcome applications from everyone and actively seek a diverse range of applicants. We are keen to break down barriers in the Health Board, and encourage applications from under-represented groups.

## 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.

## Benefits to the Volunteer

- The possibility to use and share your own skills and experiences.
- Volunteering within a friendly team and the opportunity to meet new people.
- Satisfaction of assisting others and providing an invaluable service to the Health Board, service users and community.
- An opportunity to develop personal skills and experience.

Person Specification	Essential	Desirable
Excellent communication skills, enthusiastic & outgoing	✓	
Ability to work on own initiative and as part of a team	✓	
Confident in difficult situations	✓	
Reliable and punctual	✓	
Experience of befriending / talking to new people	✓	
Willingness to undertake training	✓	
Available to volunteer for 2 hours a week between Monday - Friday, 9am-5pm	✓	
Experience of working/volunteering in a healthcare setting		✓
Ability to speak Welsh		✓

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