



INFORMATION SUPPORT VOLUNTEER

Patient Experience

Location

*University Hospital of Wales or
University Hospital Llandough*

Reports to

Information Centre Manager

Accountable to

Voluntary Services Team Manager

Time Commitment

*1 hour per 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 be fit and able to walk long distances.
- To be able to pull a heavy trolley.
- To be enthusiastic about the aims and work of Cardiff & Vale UHB.
- 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 keep leaflet displays up to date with information leaflets and booklets.

MAIN TASKS

- Identify display stands in clinics, departments and ward areas
- Replenishing the display stands with booklets and leaflets.
- Assist in stock control processes

ADDITIONAL INFORMATION

- This role includes walking long distances and manual handling.

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.

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 1 hour a week	✓	
Enthusiastic	✓	



Kind and caring } Respectful } Trust and integrity } Personal responsibility }

