



INFORMATION CENTRE VOLUNTEER

Location

University Hospital of Wales

Reports to

Information Centre Manager

Accountable to

Voluntary Services Team Manager

Time Commitment

2 hours per week for a minimum of 6 months (Monday-Friday daytime)

Required Checks

DBS (Criminal Records Check)

Occupational Health check

Two References

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 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.

Patient Experience

You must be 18 years old and above to volunteer in this role

OUTLINE OF DUTIES

The overall aim is to provide appropriate and relevant up-to-date information and signposting to visitors, patients, staff and carers who access the Information and Support Centre.

- Meet and greet visitors to the Centre
- Assess their information and support needs
- Provide basic information and signpost to the appropriate resources
- Offer a listening ear and informal support, giving people an opportunity to talk about their experiences, including patients and their families who may be receiving end of life care
- Give directions to visitors to the hospital

MAIN TASKS

- Helping visitors find information leaflets
- Replenishing the Centre's display stands with booklets and leaflets.
- Assist in stock control processes
- Collecting relevant data
- To make service users, visitors and the general public feel welcome by directing or accompanying them to departments or wards as required.
- To help answer appropriate queries.

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. Additional training relevant to the Information Centre will be provided by the Information Centre Manager and Macmillan.

**Volunteers will be treated inclusively by the Voluntary Services Team and will be offered ongoing supervision and guidance.
This role does not involve counselling.**

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, guidance and induction to be provided via e-learning or virtual technology where possible
- Volunteers must be provided with the required levels of PPE and be trained in the usage, donning, doffing, and disposal of PPE in line with UHB guidelines

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 2 hours a week	✓	
Enthusiastic and outgoing	✓	



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