

Job Description

Job Title	Patient Experience Volunteer
Department	
Division	
Band	Voluntary
Reporting To	Patient Relations Manager
Job Reference	N/A

▪ Role

To support the Patient Relations team in order to improve the quality of Trust services.

▪ Key Responsibilities

- To visit designated Wards and Departments (always report to Ward Manager or nurse in charge prior to visiting patients)
- Speak with patients, their relatives and carers and, with the aid of a WUTH ipad, ask a series of pre-determined questions about their experiences as service-users that day
- Record and feedback information via ipad
- To liaise with Ward/Departmental staff as appropriate
- To undertake training appropriate to the role and organisation
- To inform patients about PR Team
- To assist with patient surveys/questionnaires
- Encourage visitors to use hand gels when entering and leaving the ward.

▪ Duties and Key Tasks

Planning and organising

- Organise oneself to be clearly visible to those who need assistance
- To attend volunteer support meetings and training events.

Personal

- To adhere to the Trust's values and behaviours.
- To inform the office manager if unable to attend at the allocated time.

Volunteer Development

- To provide support and guidance to new volunteers where required as part of the

▪ Duties and Key Tasks

volunteer support system.

Communication

- To report any adverse incidents to staff in order that policy and procedure may be adhered to.
- Ensure that patient confidentiality is maintained at all times.

Infection Control

- To ensure that visitors and staff adhere to the principles of hand hygiene when entering and leaving ward areas.
- To direct visitors and staff to hand washing facilities where necessary.

Equality and Diversity

- Have an understanding of individual patients' needs taking into consideration cultural & religious requirements.
- Act in accordance with Trust's policy and procedures.

Health & Safety

- Report any environmental factors that may contravene health & safety requirements.
- Ensure that all work is carried out in line with Trust policies & procedures.
- Attend induction and complete periodic mandatory training.

▪ Extra Factual Information

- *Due to the Trust's commitment to continuous improvement, it is likely that the role will evolve over time. These duties will be subject to review, any amendments will be made in consultation and agreement with the volunteer.*

Person Specification

Qualifications, Specific Experience & Training	Essential	Desirable	Measure
<ul style="list-style-type: none"> No specific qualifications are required for this role 	<input type="checkbox"/>	<input type="checkbox"/>	Application Form
<ul style="list-style-type: none"> Previous volunteering or experience of work in a health or social care environment is not required for this role, although any relevant experience should be detailed on the application. 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application Form

Personal Attributes	Essential	Desirable	Measure
<ul style="list-style-type: none"> Good interpersonal skills 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> The ability to be friendly, polite and caring with patients, visitors and Trust Staff 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Understanding the importance of confidentiality and following procedures 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Ability to work on own initiative and as part of a team 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Reliable and punctual 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Willingness to undertake training 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Available to volunteer for at least 2 hours per week 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> To embody the Trust's Values of being caring for everyone, respect for all, embracing teamwork and committed to improvement 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> To exercise confidentiality and discretion 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview

Organisation Chart

