Volunteer Role description



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| ROLE TITLE | Survey Support Team Member |
| DEPARTMENT | Care Services |
| DAYS/HOURS OF DUTY | Flexible; ad hoc |

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| REPORT TO | IEMG Chair – until permanent Manager named |
| ACCOUNTABLE TO | Chair of the Individual Experience Management Group |
| KEY RELATIONSHIPS | Patients, carers, hospice staff and volunteers |

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| **ROLE SUMMARY** |
| Saint Francis Hospice prides itself on auditing its services provided to the community within Brentwood, Havering, Barking & Dagenham, Redbridge and part of West Essex.  This requires different types of surveys and questionnaires to be completed, which is why it is so important to have a trained team of volunteers to assist with this vital work.  By receiving feedback from the people we care for, and their loved ones, we are able to continue the improvement and development of all our services. |
| **MAIN DUTIES** |
| This is a varied role and you could find yourself doing one, or all, of the following activities:   * To encourage people, whilst visiting the hospice, to complete a digital survey expressing their views on the experience they had on that day.  We will provide  the IT training required to do this * To be aware of where the iPads are situated in the hospice and guide our visitors to where they are, either in the Inpatient Unit, The Orange Café or in Pemberton Place. * Where necessary assist and show people how to access the digital system enabling them to complete the survey questions. |
| **ADDITIONAL REQUIREMENTS OF THE VOLUNTEER** |
| **DBS CHECKS:** a criminal record check will be required for certain volunteering roles.  If this is required a volunteer will be informed during the recruitment process and the process explained.  **CONFIDENTIALITY/DATA PROTECTION/INFORMATION GOVERNANCE**: volunteers need to maintain confidentiality, security and integrity of information relating to patients, staff, other volunteers; and other hospice matter, during the course of their duty.  This will include legislation and hospice policies and procedures the Care Quality Commission expect to see adhered to when they inspect the hospice services.    **VOLUNTEER AGREEMENT:** volunteers, when commencing volunteering, are agreeing to show their commitment to adhering to the hospice’s policies and procedures; and other important factors, including those listed below.  A breach of this Agreement will be taken seriously.  Information will be provided and copies of pertinent policies can be made available upon request.    **EQUALITY, DIVERSITY & INCLUSION:** The hospice is committed to the development of positive policies to promote inclusion and to value diversity within the organisation; and has a clear commitment to equal opportunities.  Whilst, all employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice, volunteers are also expected to adhere to the hospice’s policy on equality and diversity.    **FIRE/HEALTH AND SAFETY**: All volunteers must adhere to the hospice policy covering Fire and H&S and be guided by staff when elements of Fire and H&S are made aware to them. All staff and volunteers have a responsibility for fire, health and safety, whether in a supervisory capacity or not.    **HOSPICE IDENTITY BADGES**:  If a Hospice ID badge, internal and/or external is provided, this must be worn at all times whilst on duty.    **SMOKING:** The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, volunteers, service users and visitors.  Smoking is therefore not permitted at any point whilst on duty; and volunteers will make use of the same smoking area available to staff.    **TRAINING**: All volunteers, when starting, complete a number of short topics, which are ‘mandatory’ subjects.  There will also be induction training within the department where volunteering.  Training topics are viewed through eLearning, but hard copies of the topics can be made available to any volunteers who do not have access to a computer.  Other training opportunities will be explained by the volunteer’s supervisor from time to time. |

PERSON SPECIFICATION

**Volunteer Survey Support Team Member**

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| **E = ESSENTIAL** | **D = DESIRABLE** |

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|  | **Skills/Abilities/Knowledge** |  |  |
|  | Excellent and confident telephone manner | E |  |
|  | Good IT skills | E |  |
|  | Good knowledge of various software programs |  | D |