

Appendix 2

COVID-19 Response Volunteer Roles

COVID 19 Response Volunteer Role Description

Pharmacy Medicines Delivery Driver

Location:	Morrison, Singleton and NPTH and surrounding areas
Hours:	A regular commitment, ideally half day per week dependent on need.
Minimum age:	18 (ideally minimum of two years driving experience)
Disclosure and barring check required:	Enhanced

What will I be doing?

- Transporting medication from the Pharmacy department within the hospital to the homes of vulnerable patients in self-isolation.
- Transport medication safely and timely in line with needs of Pharmacy department
- Provide an audit trail of collection and deliveries
- Liaise with Pharmacy department to agree transport arrangements
- Refer any concerns to the Pharmacy Department
- Follow the advice and guidance set out in the Medicines Delivery Guidance Document and Drivers Handbook.

This list of activities is not exhaustive and the role may evolve as service needs change. Any changes to the role and activities must be agreed with the Volunteer Services Department, Pharmacy Department and the volunteer.

What difference will I make?

All volunteers play a vital part in the delivery of our services.

Due to the changes to service delivery and the guidelines set out by the Government regarding self-isolation and social distancing in response to the COVID-19 outbreak many people are unable to attend appointments and receive medication from their hospital pharmacy. Demand for deliveries has increased and it is very important that people get the medicines they need at this time.

Volunteers are vital to supporting staff to ensure that services can continue.

What skills and qualities do I need to volunteer?

The most important quality is your commitment to exemplify our Health Board values of *'Caring for each other'*, *'Working together'* and *'Always improving'*, in all aspects of your volunteering.

As a Health Board volunteer it is also important to:

- Show enthusiasm, reliability and commitment in your volunteer role
- Treat people in a helpful and empathetic way
- Have the ability to work on your own initiative within the boundaries of the role
- Respect confidentiality, privacy and dignity at all times

For this role you will need:

- A valid, full UK driving licence and access to a roadworthy, insured vehicle

Our commitment to you:

- To provide relevant training and support to enable you to carry out your role.
- Reimburse agreed reasonable out-of-pocket travel expenses
- Access to our Wellbeing services

The benefits of volunteering:

- To meet new people and become part of a dedicated volunteer team who make a real difference
- Be an active citizen in your community
- Develop skills and confidence
- Gain experience in the NHS
- Volunteering has a positive impact on your health and wellbeing

Equality and Diversity

SBU Health Board will treat all volunteers fairly and with respect. We accept volunteers based on their suitability for the role. We will not discriminate on the basis of age, disability, race/ethnicity or nationality, marital status, pregnancy or maternity, gender, sexual orientation, religion or belief, or gender reassignment. In the same way, we expect all employees and volunteers to treat all patients, relatives and visitors and colleagues with dignity and respect.

COVID 19 Response Volunteer Role Description

Equipment and Goods Delivery Driver

Location:	Across HB sites, including Field Hospitals and surrounding areas
Hours:	Temporary Role Ad Hoc hours as needed
Minimum age:	18 (ideally minimum of two years driving experience)
Reporting to	Appropriate Project/Service Lead
Accountable to	Volunteer Services Manager

What will I be doing?

- Transporting equipment, stock, donations, and provisions across Health Board sites as needed.
- Timely collection and delivery of items as needed by relevant department.
- Supporting with the loading/unloading and packing, sorting and distribution of items as needed.
- Providing an audit trail of collection and deliveries.
- Liaising with Volunteer Services Team to agree transport arrangements.
- Referring any concerns to the Volunteer Services Team.
- Following the advice and guidance set out in the Drivers Handbook.

This list of activities is not exhaustive and the role may evolve as service needs change. Any changes to the role and activities must be agreed with the relevant department, Volunteer Services Team and the volunteer.

What difference will I make?

All volunteers play a vital part in the delivery of our services.

Due to the changes to service delivery and the guidelines set out by the Government regarding self-isolation and social distancing in response to the COVID-19 outbreak, demand for deliveries has increased in order to provide services. The purpose of this role is to support the paid workforce in times of emergency pressures in order to enable business continuity and enhance the patient care we provide.

What skills and qualities do I need to volunteer?

The most important quality is your commitment to exemplify our Health Board values of *'Caring for each other'*, *'Working together'* and *'Always improving'*, in all aspects of your volunteering.

As a Health Board volunteer it is also important to:

- Show enthusiasm, reliability and commitment in your volunteer role
- Treat people in a helpful and empathetic way
- Have the ability to work on your own initiative within the boundaries of the role
- Respect confidentiality, privacy and dignity at all times

For this role you will need:

- A valid, full UK driving licence and access to a roadworthy, insured vehicle.

Our commitment to you:

- To provide relevant training and support to enable you to carry out your role; including manual handling.
- Reimburse agreed reasonable out-of-pocket travel expenses
- Access to our Wellbeing services

The benefits of volunteering:

- To meet new people and become part of a dedicated volunteer team who make a real difference
- Be an active citizen in your community
- Develop skills and confidence
- Gain experience in the NHS
- Volunteering has a positive impact on your health and wellbeing

Equality and Diversity

SBU Health Board will treat all volunteers fairly and with respect. We accept volunteers based on their suitability for the role. We will not discriminate on the basis of age, disability, race/ethnicity or nationality, marital status, pregnancy or maternity, gender, sexual orientation, religion or belief, or gender reassignment. In the same way, we expect all employees and volunteers to treat all patients, relatives and visitors and colleagues with dignity and respect.

COVID 19 Response Volunteer Role Description

Reception Support Volunteer

Location:	Field Hospital / Main sites
Hours:	Temporary Role Ad Hoc hours as needed
Minimum age:	18
Reporting to:	Ward Manager and Designated Volunteer Coordinator
Accountable to:	Volunteer Services Manager
DBS Check:	Standard

What will I be doing?

- Support with taking calls and messages, signposting and directing to staff as appropriate.
- Man dedicated phone line for relatives and friends taking messages to pass on to patients.
- May support patients to contact relatives and friends using own device or digital technology available.
- Assist with general administration duties as necessary including receiving, delivering and sorting mail, photocopying, filing and disposing of materials appropriately.
- Refer any concerns to the Volunteer Services Team.

This list of activities is not exhaustive and the role may evolve as service needs change. Any changes to the role and activities must be agreed with the Ward Manager, Volunteer Services Team and the volunteer.

What difference will I make?

All volunteers play a vital part in the delivery of our services.

The purpose of this role is to support the paid workforce in times of emergency pressures in order to enable business continuity and enhance patient care provided. This role will support the COVID-19 emergency by working alongside others in the clinical and support teams providing compassionate care and supporting patients to recover and rehabilitate. Guidance and support will be available from paid staff at all times.

What skills and qualities do I need to volunteer?

The most important quality is your commitment to exemplify our Health Board values of '*Caring for each other*', '*Working together*' and '*Always improving*', in all aspects of your volunteering.

As a Health Board volunteer it is also important to:

- Show enthusiasm, reliability and commitment in your volunteer role
- Treat people in a helpful and empathetic way
- Have the ability to work on your own initiative within the boundaries of the role
- Respect confidentiality, privacy and dignity at all times

For this role ideally you will have:

- Experience in an admin setting
- Experience using digital device.

Our commitment to you:

- To provide relevant training and support to enable you to carry out your role
- Reimburse agreed reasonable out-of-pocket travel expenses
- Access to our Wellbeing Services.

The benefits of volunteering:

- To meet new people and become part of a dedicated volunteer team who make a real difference
- Be an active citizen in your community
- Develop skills and confidence
- Gain experience in the NHS
- Volunteering has a positive impact on your health and wellbeing

Equality and Diversity

SBU Health Board will treat all volunteers fairly and with respect. We accept volunteers based on their suitability for the role. We will not discriminate on the basis of age, disability, race/ethnicity or nationality, marital status, pregnancy or maternity, gender, sexual orientation, religion or belief, or gender reassignment. In the same way, we expect all employees and volunteers to treat all patients, relatives and visitors and colleagues with dignity and respect.

COVID 19 Response Volunteer Role Description

Runner

Location:	Field Hospital / Main Sites
Hours:	Temporary Role Ad Hoc hours as needed
Minimum age:	18
Reporting to:	Ward Manager / Designated Volunteer Coordinator
Accountable to:	Volunteer Services Manager
DBS Check:	Enhanced with barring (A&C workforce)

What will I be doing?

- Be on stand-by to help patients and staff with a wide variety of tasks
- Collection, sorting and delivery of general and medical stores
- Supporting with sorting and sorting items for patients
- Fetching medication, stock, supplies or provisions as requested by appropriate staff and in line with guidance
- Transferring messages between staff and other volunteers
- Transporting patients in wheelchairs around the site (non-clinical reasons) or ready to be discharged
- Transporting equipment to other areas as needed
- Manoeuvring trolleys, wheelchairs and other equipment safely around the Ward/Department environment.
- Refer any concerns to the Volunteer Services Team.

This list of activities is not exhaustive and the role may evolve as service needs change. Any changes to the role and activities must be agreed with the Ward Manager, Volunteer Services Team and the volunteer.

What difference will I make?

All volunteers play a vital part in the delivery of our services.

The purpose of this role is to support the paid workforce in times of emergency pressures in order to enable business continuity and enhance patient care provided. This role will support the COVID-19 emergency by working alongside others in the clinical and support teams providing compassionate care and supporting patients to recover and rehabilitate. Guidance and support will be available from paid staff at all times.

What skills and qualities do I need to volunteer?

The most important quality is your commitment to exemplify our Health Board values of *'Caring for each other'*, *'Working together'* and *'Always improving'*, in all aspects of your volunteering.

As a Health Board volunteer it is also important to:

- Show enthusiasm, reliability and commitment in your volunteer role
- Treat people in a helpful and empathetic way
- Have the ability to work on your own initiative within the boundaries of the role
- Respect confidentiality, privacy and dignity at all times

Our commitment to you:

- To provide relevant training and support to enable you to carry out your role
- Reimburse agreed reasonable out-of-pocket travel expenses
- Access to our Wellbeing Services.

The benefits of volunteering:

- To meet new people and become part of a dedicated volunteer team who make a real difference
- Be an active citizen in your community
- Develop skills and confidence
- Gain experience in the NHS
- Volunteering has a positive impact on your health and wellbeing

Equality and Diversity

SBU Health Board will treat all volunteers fairly and with respect. We accept volunteers based on their suitability for the role. We will not discriminate on the basis of age, disability, race/ethnicity or nationality, marital status, pregnancy or maternity, gender, sexual orientation, religion or belief, or gender reassignment. In the same way, we expect all employees and volunteers to treat all patients, relatives and visitors and colleagues with dignity and respect.

COVID 19 Response Volunteer Role Description

Ward Helper

Location:	Field Hospitals, Morriston, Singleton, NPTH
Hours:	Temporary Role Ad Hoc hours as needed
Minimum age:	18
Reporting to:	Ward Manager / Designated Volunteer Coordinator
Accountable to:	Volunteer Services Manager
DBS Check:	Enhanced with barring (A&C workforce)

What will I be doing?

- Sit with patients and provide company and befriending; chat to the patient and help patients to read letters/books and use digital devices as requested (including ensuring patients devices are charged).
- Support patients to make meal choices/fill in meal cards and give to catering team.
- Support catering to give out meals, provide clean utensils as needed, and help clear away after meal times.
- Support patients at meal times by cutting up food, finding suitable cups and equipment for them to use and inform staff of patients' needs.
- Replace and fill water jugs as directed, fetch snacks and make hot or cold drinks for patients as directed by appropriate staff member.
- Support domestic staff to make beds.
- Refer any concerns to the Volunteer Services Team.

This list of activities is not exhaustive and the role may evolve as service needs change. Any changes to the role and activities must be agreed with the Ward Manager, Volunteer Services Team and the volunteer.

What difference will I make?

All volunteers play a vital part in the delivery of our services.

The purpose of this role is to support the paid workforce in times of emergency pressures in order to enable business continuity and enhance patient care provided. This role will support the COVID-19 emergency by working alongside others in the clinical and support teams providing compassionate care and supporting patients to recover and rehabilitate. Guidance and support will be available from paid staff at all times.

What skills and qualities do I need to volunteer?

The most important quality is your commitment to exemplify our Health Board values of *'Caring for each other', 'Working together' and 'Always improving'*, in all aspects of your volunteering.

As a Health Board volunteer it is also important to:

- Show enthusiasm, reliability and commitment in your volunteer role
- Treat people in a helpful and empathetic way
- Have the ability to work on your own initiative within the boundaries of the role
- Respect confidentiality, privacy and dignity at all times

Our commitment to you:

- To provide relevant training and support to enable you to carry out your role
- Reimburse agreed reasonable out-of-pocket travel expenses
- Access to our Wellbeing Services.

The benefits of volunteering:

- To meet new people and become part of a dedicated volunteer team who make a real difference
- Be an active citizen in your community
- Develop skills and confidence
- Gain experience in the NHS
- Volunteering has a positive impact on your health and wellbeing

Equality and Diversity

SBU Health Board will treat all volunteers fairly and with respect. We accept volunteers based on their suitability for the role. We will not discriminate on the basis of age, disability, race/ethnicity or nationality, marital status, pregnancy or maternity, gender, sexual orientation, religion or belief, or gender reassignment. In the same way, we expect all employees and volunteers to treat all patients, relatives and visitors and colleagues with dignity and respect.

