Department/Clinic Liaison Volunteer

A Department or Clinic Liaison Volunteer will be located within an Outpatient area. The role will involve meeting and greeting patients as they attend their Outpatient appointment or Clinic visit.

This role involves proactively explaining to patients how the clinic works, ensuring that the patient has the appropriate paperwork with them, providing directions to the area of their appointment, communicating time delays where appropriate and generally ensuring that the patient journey runs as smoothly as possible for the patient.

Volunteers will link with their identified Clinic or Department to cover the various Clinic times with other volunteers.

Role Description

Tasks to be undertaken

It is anticipated that you will carry out all or some of the following tasks:

1. To liaise with nursing staff at the start of each shift for the purpose of understanding any delays or other relevant clinic information
2. To inform patients about clinic procedures, how the clinic works and what they should expect
3. To inform patients about clinic timing and delays, whether they may temporarily leave clinic and for how long
4. To inform patients about car parking arrangements and to liaise with the car parking attendants if the patient appointment is running late
5. To inform patients about refreshments
6. To liaise with relatives and friends to keep them up to date with the patients progress through clinic if necessary
7. To liaise with relatives and friends by telephone if the patient needs any further support in clinic or to get home
8. To liaise with the patient transport or other transport services, where appropriate, to ensure the patient gets home effectively
9. To guide patients to other parts of the hospital as necessary
10. To provide patients, relatives and friends with any other information about the hospital they may need
11. To identify and take part in relevant training and development courses.
12. To attend and contribute to supervision sessions.
13. Other duties as required by the clinic by agreement with the worker.
14. To help patients complete feedback questionnaires (such as the Friends and Family Test)

Volunteering times

Monday – Friday 9.00pm to 5.00pm
**Person Specification**

It is expected that the Department Liaison volunteer will be able:

1. To communicate effectively both orally and in writing.
2. To work with the minimum of supervision after suitable training has been undertaken.
3. To use their own initiative as the need arises within agreed areas.
4. To present a professional approach to patients, carers, nursing and other staff.
5. To be polite and punctual at all times.
6. To fulfil the agreed time commitment each week.
7. To ensure absolute confidentiality of information obtained through contact with York Teaching Hospital NHS Foundation Trust
8. To Demonstrate our Trust Values

**We will support you by:**

1. Delivering a Trust Induction Day which will provide mandatory training prior to commencement.
2. Providing Dementia Awareness training
3. Providing Customer Care training
4. Providing supervision from the clinic team on a daily basis and regular review meetings with your named volunteer supervisor in the clinic.
5. Access and contact with the Volunteer Services team.
6. Other training that may be identified by you, the Volunteer Service or ward staff.
7. Listening to your feedback about your role and the services we provide and using it, where we can, to improve.
8. Ensuring you know who to speak to if you need to raise any immediate concerns on matters of safety, conduct or patient care.

**Trust Key Values:**

The ultimate objective of the Trust is: ‘To be trusted to deliver safe, effective and sustainable healthcare within our communities’. The Trust requires all volunteers to demonstrate the following Trust Values:

- caring about what we do
- respecting and valuing each other
- listening in order to improve
- always doing what we can to be helpful.
ROLE RISK PROFILE

Role: Department or Clinical Liaison

VOLUNTEER

Details of risk level

<table>
<thead>
<tr>
<th>The job profile is predominantly nursing</th>
<th>Yes</th>
<th>No</th>
<th>High</th>
<th>Medium</th>
<th>Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is potential exposure to</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) Violence / verbal abuse</td>
<td>√</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) Blood / body fluids</td>
<td>√</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The job involves contact with</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) Clinical / hands on patient / client care</td>
<td>√</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) Moving &amp; handling of patients / loads</td>
<td>√</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Food preparation and handling</td>
<td>√</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) Immuno-compromised patients</td>
<td>√</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Control Measures

❖ Volunteers will sign a Volunteer Agreement before starting to volunteer that covers confidentiality, safeguarding, infection prevention and expected behaviours

❖ Volunteers will undertake a local induction and be supervised at all times whilst on placement.

I have read the role description and fully understand what is expected of me whilst I am in service as a Volunteer.

Signed by .........................  Print Name  .........................

Date  .........................