

## Volunteer Role Description

<b>Role:</b>
<b>Patient / Carer Experience Volunteer</b>
<b>Role Location:</b>
Working from home or a Bradford District Care NHS Foundation Trust site.
<b>Purpose of Role:</b>
To support BDCFT services or teams to collect feedback from people who use services and/or people who look after them at home (unpaid carers). This could involve using the Friends and Family Test (FFT+) short survey or other feedback tools. You may have to pass on concerns, complaints, or issues raised by the people you call to staff, so they can be dealt with.
<b>Key Tasks:</b>
<p>To contact patients or carers by phone, to ask a few key questions in a conversational style manner.</p> <p>To work independently at home using a computer, laptop or tablet to input the feedback into a computer or tablet (training will be given).</p> <p>To only telephone people who have given us permission to contact them by phone so they can give feedback.</p> <p>To check in with a named person in the specified service, checking there has been no change in circumstances before calls are made.</p> <p>To demonstrate the Trust Values on caring and listening and carry out the call in an empathetic and professional way.</p> <p>To promptly pass on any issues or complaints that need to be addressed and provide basic information of other sources of support if needed</p> <p>To seek support, advice or assistance from your staff contact or other member of staff immediately if required during the call, or at the end of the call, especially if the call was difficult or distressing.</p> <p>To have regular supportive conversations with your staff contact.</p>
<b>Exclusions:</b>
<p>Those making the calls must not try to provide any of the following: (This applies even if you have healthcare qualification)</p> <ul style="list-style-type: none"> <li>• medical, clinical or health advice of any kind</li> <li>• psychological interventions</li> </ul>
<b>Compulsory training and support needs:</b>

## BDCFT Volunteer Induction

Involvement Partner training is optional but we would encourage you to do this.

Any other mandatory training as specified by the BDCFT

### **Time commitment expected:**

As agreed by the Team / Service Manager or Volunteer Coordinator

### **Age Requirement:**

Aged 18 years and over

### **Support Provided:**

Staff contact: This will be agreed by the Team / Service Manager or Volunteer Coordinator

Agreed out of pocket expenses will be reimbursed as agreed by Team / Service Manager

### **COVID-19 Guidance:**

**Currently all volunteers for this role will be making phone calls from their own home, however, please note that you will still receive a COVID-19 Volunteer risk assessment and you should still follow all the government advice relating to COVID-19.**

In line with government advice:

- All Volunteers should follow the recommended good practice of frequent hand washing and social distancing.
- Any Volunteer who feels unwell should not attend their volunteering role. If you have a high temperature, new continuous cough, or a loss or change to your sense of smell or taste then you should self-isolate for 10 days if living alone, or 14 days in a household.
- If you are in the clinically vulnerable or clinically extremely vulnerable high-risk groups, you are now being advised to take extra steps to protect yourself. If you fall into either of these categories you may still be able to undertake a volunteering role, however, please do contact us to discuss this further. To ensure you are safe in your volunteering role, we carry out a full COVID-19 risk assessment for every individual.
- Should you feel unwell you must follow the latest government and NHS advice for the public especially regarding COVID-19 symptoms.
- All training, guidance and induction will be provided via e-learning or virtual technology where possible

*Where roles involve volunteers having direct patient contact/volunteering in COVID-19 positive environments then the trust is responsible for provision of PPE that is commensurate with the tasks they are being asked to do, in line with the national guidance on PPE requirements.*

## What you need for this role:

Skills and Experience	
Important	Useful
<ul style="list-style-type: none"> <li>• Flexible and adaptable</li> <li>• Punctual and reliable</li> <li>• Friendly and approachable.</li> <li>• Good communication skills, especially in talking to a wide range of people</li> <li>• Able to follow instructions</li> <li>• Able to be calm in the face of difficult conversations and to seek help when needed</li> <li>• Able to respect confidentiality.</li> <li>• Willingness to be flexible</li> <li>• Able and willing to follow the guidance of the Supervisor.</li> <li>• Able to act on own initiative <u>within the role description.</u></li> <li>• Able to show empathy and compassion</li> <li>• Adaptable and willing to learn</li> <li>• Relate to people in a polite, friendly and courteous manner</li> </ul>	<ul style="list-style-type: none"> <li>- Experience of using NHS or care services</li> <li>- Experience working or volunteering in an NHS setting or similar large organization</li> <li>- Flexible and able to respond positively to the communication needs of the people you are contacting in your role</li> </ul>
Knowledge and Understanding	
Important	Useful
<ul style="list-style-type: none"> <li>• A commitment to uphold the Trusts equal opportunities and diversity policies.</li> <li>• A commitment to uphold the Trust's values – Respect, Openness, Improvement, Excellence and Together.</li> <li>• Making sure you behave in line with the Volunteer and Involvement Code of Conduct and Trust policies including confidentiality and health and safety (and all other things included in the code).</li> <li>• Willing to receive any training required for the volunteer role</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of how feedback from people who use our services, and those who help to look after them as unpaid carers, feeds directly into improving the quality of services</li> <li>• An understanding of the Trust's services.</li> </ul>

## General Information for those making the telephone calls:

- You should not take on any duties outside this role description without checking first with their Volunteer Supervisor or Team / Service Manager. If a need for a volunteer to do new or different tasks develops that would affect your role, your Supervisor needs to amend the role description and a new one will be provided.
- You can offer support and empathy in their role but you **must not** under any circumstances, offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature.
- **Please remember the importance for confidentiality at all times.** They must under no circumstances discuss patients' affairs with any person other than the relevant staff. If a patient or carer shares information with you relevant to their condition which may need action to be taken, you should connect them with your Supervisor.
- If someone you contact gives you any other cause for concern (for example shares information which makes you think there may be a safeguarding issue, domestic violence, or that they may be a risk to themselves or others, the volunteer should immediately seek support and advice from the Supervisor, or other appropriate member of the Trust staff.