

Activity Support (Outpatients)

Volunteer Role Description



Role

The Activity Support Volunteer provides assistance to clinical staff who are delivering therapeutic, educational or support groups to outpatients at NCH&C or community venues.



Role purpose

Volunteers will be providing practical support by helping set up activities and equipment as well as providing a warm welcome to participants and encouraging and motivating them during activities. Volunteers will also help gather feedback on patient experience. By carrying out this role volunteers will be enabling clinicians to maximise the amount of time they can spend focusing on patients as well as promoting patient engagement with the activities and contributing to continuous improvement of service by seeking feedback.



Time commitment

Varies dependent on specific group but between 2 and 3 hours per week.



Location

A single location TBC dependent on specific group.

Role Responsibilities



1. Activities you may be asked to carry out in this role :
2. Meeting staff prior to start of session and assisting with equipment
3. Meeting and greeting participants, carers and family members
4. Providing reassurance to anxious participants, as necessary
5. Taking of participants registers and messages
6. Assisting with activities and equipment within the sessions, as appropriate
7. Supporting participants with completing activities
8. Supporting participants with refreshments
9. Completing feedback questionnaires with participants
10. Feeding back any concerns to key staff



Our Responsibilities

You will be supported by the Digital Volunteer Co-ordinator, who will also support you through your induction and provide ongoing support throughout your time as a volunteer.

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Volunteer profile

An Activity Support volunteer will be friendly, compassionate and enthusiastic about supporting the work of NCH&C NHS Trust.

In addition, they will have / be:

1. A friendly and approachable manner.
2. A good command of verbal and written English
3. A commitment to undertake training appropriate to the role
4. A good understanding of the importance of confidentiality
5. Good communication and interpersonal skills
6. Ability to work with the technical and physical requirements of the role
7. A flexible approach and attitude
8. Punctual, trustworthy and reliable
9. Responsible, mature and honest
10. Non judgemental
11. Willing to treat all patients, relatives, staff and other volunteers with consideration, politeness, dignity and respect
12. Able to deal with patients who may be angry or upset
13. Able to work within the guidelines
14. Able to accept appropriate supervision and guidance from staff

Registration and training

All volunteers will need to go through a Standard DBS check and provide two appropriate character references. All volunteers will have attended the Volunteers' Induction day session.

Your volunteer induction will give you all the information you need to feel confident to volunteer with us, and in addition you will attend a site induction session specifically to learn about the the practicalities of volunteering in this specific role.

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Full Volunteer Role Description



Expenses information

We do reimburse volunteers for any reasonable expenses, mainly travel expenses, for roles which involve attending an NCH&C site.



Training

All Voluntary Norfolk volunteers must complete some training before they can start to volunteer. This will involve an in-person induction session (accommodations can be made for volunteers that cannot attend in-person sessions, due to the nature of the role).



Further Information on the role

For further information on this role, please contact Volunteering@nchc.nhs.uk

How to apply

To apply for the volunteer role please complete our [online registration form through the MyImpactPage](#).

This role description is not intended to be a legally binding document, and it applies for the duration of your volunteering time with Voluntary Norfolk. No volunteering will substitute a paid member of staff.