

Volunteer Role Description



Friends and Family survey Volunteer

Site:	St Marys Hospital Newport Isle of Wight PO30 5TG
Placement:	Allocated wards
Report to:	Voluntary Services
Responsible to:	Voluntary Services Support Officer
Dress Code:	Orange Volunteer T Shirt and smart skirt/trousers
Hours	Variable but at least 3hrs per session 7 days a week
Department Training Volunteer will receive:	Statutory and Mandatory Training provided
Purpose/ Summary of Role:	To enhance the quality of life and environment of the patients by providing social and practical help as identified by the Ward/department Manager.
General Tasks of Volunteer:	Key Activities: <ul style="list-style-type: none"> The role will be to assist the Patient Experience Team with carrying out the Friends & Family Test (FFT) feedback on wards and outpatient areas. To engage with service users and patients and encourage them to complete the FFT survey, assisting if required. Volunteers will collect data using an iPad to enter responses onto the Patient Experience Feedback System (Gather)
Key Attributes:	<ul style="list-style-type: none"> You'll be friendly and polite. You will be comfortable approaching patients and their families in a confident and caring manner. You will be sensitive and tactful. Good timekeeping To be an active listener To have a positive outlook Non-judgemental character A good sense of humour To be flexible to the needs of the service To be able to signpost of any concerns are raised
Volunteer guidelines:	<ul style="list-style-type: none"> Any patient identifiable data will need to be securely hidden. Clinical waste/body fluids, needles/instruments/syringes/samples can be handled as long as in the correct containers. No Manual handling ie: lifting.



