

Comfort Kit Volunteer Distributor

Job title:	Comfort Kit Volunteer Distributor
Hours of volunteering:	2 to 3 hours once a week
Location:	Ward/Clinic round
To whom responsible:	Voluntary Services Manager
Job summary:	To distribute comfort kits or packs to wards to enhance inpatients stay

Covid-19 Requirements:



Below outlines the Covid-19 related specific requirements for Activity Pack Deliv Volunteers:

- Follow PPE guidance
- Maintain good hand hygiene, washing or gelling hands regularly.
- Uniform must be washed after each site visit.
- Sign Covid-19 agreement.
- Remain socially distanced where possible.
- Bring minimal personal belongings - if cycling in, please contact VS team to discuss locker arrangements.
- Sign local risk assessment.
- You need to stop volunteering if you feel unwell, especially regarding COVID-19 symptoms
- Only push patients in wheelchairs where appropriate training has been received and refreshed.

Key duties and responsibilities:

Improving the patient experience by:

- Refer to ward distribution list in Volunteer Services Office
- Pack up the trolley with comfort packs according to ward distribution list
- On arrival on ward/s, liaise with ward clerk/member of staff to determine where and whom to distribute packs to and **if any specific areas on the ward are to be avoided**
- Record number of packs distributed to each ward on the 'Pack Distribution Form' and return it to the Voluntary Services office at end of every shift.
- Volunteers can **only enter green wards**. (-This could include Covid Contact wards - please see end of document).
- Ensure good hand hygiene and mask changing between all wards.

Training:

- Ensure Mandatory Training is kept up to date at all times

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- Undertake basic Dementia Awareness Training which allows volunteers to know how to engage with people with dementia and to sign post to further information (e.g Dementia Champion on the ward)

Useful Skills/Qualifications/Experience required:

- Excellent communication skills
- Ability to work independently and as part of a team
- Confident to approach & communicate with patients
- Comfortable in a ward/clinic environment

Uniform:

- Volunteer ID badge & Covid-19 card and lanyard
- Bare below the elbow (onsite)
- Closed toe shoes (onsite)
- Red volunteer apron and dressed appropriately to avoid embarrassment to self, patients or visitors
- Appropriate PPE (eg facemask)

Health & Safety: **Volunteers must**

- Be aware of H & S legislation and its influence on the activities of the site
- Be aware of government guidelines on use of public transport and if possible avoid travel at peak times
- Only travel to sign-in and out; and to Voluntary Services office and placement location

Volunteers must not:

- Provide advocacy or counselling
- Carry out the work of trained staff
- Attend if ill

Covid Contact Wards

- Volunteers can only attend Green wards but can attend a ward where there is an isolated COVID CONTACT.
- If you are happy to attend a ward with a COVID contact you must NOT enter the isolated area.
- You must take extra precaution:
 - with PPE and washing/sanitizing your hands
 - Complete a LFT test on day 2 following your visit to CUH

Please confirm if you are happy to attend a ward with Covid Contact: Y N

Volunteer signature:

Print name:

Date:

Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
Safe I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
Kind I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
Excellent I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.