

Oncology Clinic Volunteer

Job title:	Oncology Clinic and Guide Volunteer
Hours of volunteering:	One session per .week, approx. up to 4 hours Min of 26 week commitment. Times to be agreed. Mon-Fri: 7.30am to 4.00pm
Location:	Oncology Clinic
To whom responsible:	Amy Gethin, Sarah Rose, Julie Morrison Volunteer Services Manager: Maggie Brown
Job summary:	The Volunteer will work alongside other members of the clinic to ensure it is a welcoming and supportive environment for patients, carer's and families. The volunteer will help to support patients.

Description Summary:

Volunteers support patients attending the clinic by meeting and greeting and making their visit as comfortable as possible.

Covid-19 Requirements:



Below outlines the Covid-19 related specific requirements for Oncology Meeter and Greeter 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

- Spending time listening to patients and chatting
- Ensuring patients know where they are going, both within clinic and within Oncology Main Reception area and provide directions or escort to other clinics and areas within the hospital as required. When not directing/escorting, volunteer to alternate between these two areas during the course of their shift (When at Main Oncology Reception position close to reception desk to assist with guiding enquiries)

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- To direct or escort patients to Maggie's centre on CUH campus.
- To ensure that wheelchairs are available for patients requiring such help. Volunteers **cannot** transport patients in wheelchair
- Refer any concerns seen to relevant member of staff
- Give out Mychart leaflets
- Give out surveys
- Stamp patients car park tickets
- To support the promotion of a calm, pleasant and safe environment
- (following training on local induction) General tidying of area.
- Liaise with nurse in charge on delays and tell receptionist to update plasma screens with this information
- Signpost to Macmillan information pod
- Give out Activity packs to help keep patients entertained whilst waiting

Uniform

- Volunteer ID badge and lanyard
- Red volunteer t-shirt/polo shirt. Red volunteer gilet or fleece.
- Closed toe shoes
- Appropriate PPE (e.g. facemask)

Useful skills and qualifications

- Warm friendly manner and reliable
- Comfortable in a clinical environment
- Confident to approach patients
- Ability to work independently and as part of a team
- Willingness to commit to role related training
- Willingness to adhere to CUH Trust Policy, the Data Protection Act , Infection Control Policies, health and safety regulations and to maintain strict patient confidentiality

Training:

- Ensure Mandatory Training is kept up to date at all times
- Willing to 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)
- Approx. 1 hr awareness training of Cancer Support Information Pod (for signposting purposes only).To be arranged between Volunteer Services staff and Macmillan information pod team for volunteer's local induction date

Health & Safety:

Be aware of H & S legislation and its influence on the activities of the site

Volunteers must

- 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:

- Have contact with patient's valuables or money
- Provide advocacy or counselling

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- Carry out the work of trained staff
- Attend if ill

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.

Together-Safe | Kind | Excellent

Addenbrooke's Hospital | Rosie Hospital