

## VOLUNTEER ROLE DESCRIPTION

### THIS IS A TEMPORARY ROLE DURING THE COVID-19 PERIOD

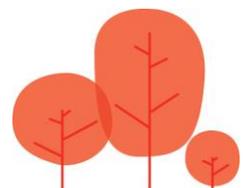
<b>Title</b>	Covid-19 Period - Runner
<b>Department</b>	<b>Birmingham Women's Hospital</b>
<b>Purpose</b>	To be a responsive volunteer: helping with deliveries, moving items between departments, supporting the clinical teams with non-clinical tasks.
<b>Time commitment</b>	Minimum of one six hour session per week for three to six months. Hours between Monday to Sunday 9am-7pm, although these may vary depending on the department.
<b>BWC values</b>	Ambitious, Brave, Compassionate

#### Key tasks (what you will be doing):

- Signposting patients & visitors
- Escort parents/carers and siblings to various locations in the hospital (e.g. Parent Accommodation, restaurant/café)
- Supporting during meal times, including helping to distribute meals to wards
- Supporting patients to hospital departments, assisting with directions
- Support the clinical staff with taking items to other departments; for example laboratories or our hospital pharmacy.
- Escorting patients to appointments on foot NB those in wheelchairs will be helped by porters or ward staff
- Escorting patients to different departments within the hospital for bloods tests, scans and x-rays as instructed by clinical staff
- Calling in at different locations to lend a hand with non-clinical duties
- Responding to requests for support
- Wheelchair collection
- Re-stocking gel dispensers, masks, PPEs around the site
- Re-stocking support within ward/departments
- Supporting the domestic team with additional cleaning in public areas – especially frequently touched points, such as door handles BUT no cleaning on wards or of clinical equipment
- Ensuring a tidy environment across our hospital
- Displaying latest information posters around the site

#### Boundaries (what you won't be doing):

- Don't go into clinical areas or wards (beyond waiting areas) without checking with the person in charge – some areas may be for Covid patients or subject to extra infection control measures
- No clinical care of patients or personal contact with patients, children or babies
- No personal care (e.g. toileting or getting patients changed)



- No lifting of heavy items/equipment – a trolley will be provided for small cases, bags and belongings
- No feeding of patients

Keep all information given or discussed within the hospital confidential  
Attend relevant training & induction sessions provided by your department  
Demonstrate the BCH values in your actions and behaviours

### **Requirements for the role:**

Age: 17 to 69 and in good physical health with no underlying health conditions

Accessibility: This role requires you to be fit and healthy as it involves a lot of walking.

Skills and other requirements:

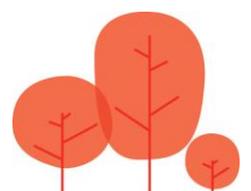
- Embody our Trust Values
- Experience of working or volunteering with children, young people and families
- Ability to approach patients, parents and families in a confident and caring manner
- Understanding of loss and bereavement issues
- Listening skills
- Sensitive and tactful
- Emotionally mature
- Reliable and trustworthy
- Understanding of, or ability to learn, personal and professional boundaries
- This is not a job shadowing opportunity and should not be considered a work placement. You must be motivated to volunteer, rather than shadow staff

### **Benefits to the volunteer:**

- Opportunity to volunteer in the best children's hospital in the country
- Improve the experience of patients and their families
- Experience a professional environment
- Gain skills and practical experience with children and young people

### **We will provide:**

- Induction into the hospital and your ward/department
- On-going support from a named member of staff
- Additional training as required for your role including – hand washing / Covid-19 advice / use of PPE / Manual handling
- Reimbursement of your travel expenses (on production of receipts)
- Reimbursement of a meal if you complete more than 4 hours
- A written reference upon the completion of 50 hours of volunteering





**Birmingham Women's  
and Children's**  
NHS Foundation Trust

**WE THANK YOU FOR YOUR SUPPORT AND COMMITMENT TO THE NHS DURING  
THE COVID-19 PERIOD**

