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| Role: COVID-19 Responder – Senior Volunteer |
| Purpose:  To support other volunteers in absence of the Volunteering Hub managers and guide them with your volunteering expertise.  Together you will support staff members and patients during this time of increased pressure on NHS services due to Covid-19 (Coronavirus).  Volunteers can provide must needed support to the hospital and staff outside the Volunteering Services core working hours. Senior Volunteers will be asked to meet, brief and lead a small team during the evenings and weekends when Volunteering Hub managers are not on site.  As a Senior Volunteer you will be reliable, have good leadership qualities and be familiar with the hospital and the Runner role. While taking initative you will also be aware of boundaires and ask for help from the relevant supervisor when required. |
| Duties (what you will be doing):   * Leading a small group of volunteers on evenings and weekends * Ensuring volunteers use Better Impact to ‘start’ and ‘stop’ the clock * Briefing volunteers with the tasks to be completed during the shift, reminding them of boundaries * Debriefing with volunteers at the end of the shift * Reporting to the designated supervisor for the shift * Problem solving with volunteers if any issues arise during outwith Monday to Friday core hours * Taking initative to make sure tasks are completed promptly outwith core hours, but asking for help if required * Reporting any problem areas to Volunteering Service Hub Managers * Providing peer support to other volunteers |
| Boundaries (what you won’t be doing):   * Making decisions to take on a new task or role during a shift * Making decisions on management of other volunteers * Manage the Volunteering Hub i.e phone calls, requests |
| Time commitment:  We may ask you to take a lead on supporting new volunteers in your usual Monday to Friday shifts but specific support is needed at the following times:  Chelsea and Westminster Hospital – Monday to Sunday 7-9pm or Saturday/Sunday 9am-2pm  West Middlesex Hosptial – Saturday/Sunday 9am-5pm |
| Location:  Chelsea and Westminster Hospital, 369 Fulham Rd, London SW10 9NH  West Middlesex University Hospital, Twickenham Rd, Isleworth TW7 6AF |
| Requirements of the role:  Age: You must be 16 years or older to volunteer in this role  Accessibility: This role requires you to be fit and healthy as it involves a lot of walking.  As a volunteer you will embody the Trust’s values:   * Putting patients first * Responsive to, and supportive of, patients and staff * Open, welcoming and honest * Unfailingly kind, treating everyone with respect, compassion and dignity * Determined to develop our skills and continuously improve the quality of care   Skills and other requirements:   * You must be self-motivated; with an ability to think on your feet and work independently * You must be punctual and dependable * You must have a professional and friendly demeanour * You must be flexible and eager to learn * You will have good leadership skills * You must have completed at least 10 shifts as a COVID-19 Runner * You must be willing to share your contact details with other volunteers on shift so they are able to contact you * You must pass on immediately to the supervisor any concerns you have about others safety while they are volunteering out of hours   Training:   * You will be provided with training from the appropriate Volunteering managers to ensure that you are confident explaining to other volunteers how to stay safe and volunteer within the boundaries |