

## **Volunteer Role Description**

### Cardiology / Covid Vaccine Wayfinding Support

**Location:** Cardiology/Covid Vaccine Department – Atkinson Morley Wing

**Hours:** Shifts available Monday, Wednesday, Thursdays 10am till 3pm

**Accountable to Voluntary Services Manager:** Zoe Holmes and Suzi Stevens

**Responsible to Volunteer Supervisor:** Michaela Petrik – Assistant Service Manager

#### **Main Aims:**

To assist our teams with informing patients of locations of our clinics.

#### **Key Duties:**

To sit outside the cardiac reception area and inform patients about Covid clinic and give patients guidance where to go for cardiac tests and cardiology doctors appointments.

#### **Personal Specification**

- Reliable
- Polite
- Energetic

#### **General information**

Volunteers should not undertake duties outside this role description without checking first with their Volunteer Supervisor.

Volunteers must not undertake any manual handling tasks or physical patient contact.

A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature.

Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients' affairs with any person other than the relevant staff.

Volunteers are in place to complement the work of the paid staff and are not used to replace roles that are usually undertaken by paid hospital employees.

Volunteers should receive regular support and supervision and training where applicable.

Volunteers are bound by the "Volunteer Agreement" which includes their rights and responsibilities, and Trust Policies also apply to volunteers.

All Volunteers will be expected to attend MAST Volunteer Induction and receive a local induction upon arrival of their first shift.