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| Role: Clinical Imaging Volunteer |
| Purpose: The clinical imaging department at West Middlesex University Hospital provides ultrasounds, X-rays and CT scans. It is a busy department with patients coming and going throughout the day. As a volunteer your role will be to support the wellbeing and recovery of patients in a busy area byproviding companionship and reassurance. You will also support the staff team in additional practical tasks where appropriate such as patient surveys.  |
| Duties (what you will be doing):* Be a welcoming face for patients and visitors
* Checking in with the Superintendent Radiographer as to what patients would benefit from having appropriate interactions, such as those with no friends or family waiting with them
* Interacting and engaging patients appropriately in conversation
* Escorting patients to further appointments
* Where appropriate provide support clinical staff with practical activities. This does not involve any clinical care but could include the Friends and Family Test (a patient survey)
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| Boundaries (what you won’t be doing):* No clinical care of patients
* No discussing any results or anything on the request forms with the patients
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| Time commitment: * Weekdays, 9 am to 5 pm
* Volunteers must commit to at least one shift of 3 to 4 hours per week for a minimum of six months
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| LocationWest Middlesex University Hospital, Twickenham Rd, Isleworth TW7 6AF |
| Requirements of the role:Age: You must be 16 years or older to volunteer in this roleAs 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

You will also be:* A confident and flexible communicator
* Able to think on your feet to resolve problems
* Punctual and reliable
* You will sometimes be dealing with a wide variety of people - strong people skills and resilience are a must
* Team player

This role requires an enhanced criminal record (DBS) check and a pre-placement induction. We will provide you with a DBS check if you do not have a current valid check already. This role requires that you have certain immunisations – we will discuss this with you when you apply. |
| Supervisors: Alexandra Cook, Superintendent RadiographerDami Odetoyindo, RadiographerYour supervisors will be responsible for supporting you in your day-to-day volunteering. You can schedule your shifts with them, discuss any issues, and let them know if you are unable to attend on a particular shift. |
| Personal development:This role will provide with an insight into a busy department in the hospital. You will gain an insight into many aspects of the Trust and will develop important transferrable skills such as communication, problem solving and team work. You will also play a small but vital front-line part in supporting patients. |