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| Role: PALS Volunteer |
| Purpose: The Patient Advice and Liaison Service (PALS) team offers information and advice to patients and visitors about our services. PALS are here to help deal with any issues patients may have in complete confidence and with understanding and compassion. That includes complaints, compliments and other feedback.  |
| Duties (what you will be doing):* Be a visible volunteer presence in the PALS team
* Listen to patients and their representatives and if appropriate, take down patient concerns as presented at the office
* Signpost patients to various areas of the hospital. This might involve walking with the patient to their destination or appointment
* Talk to patients about the complaints process and advocacy support for this.
* Collect compliments from wards
* Log compliments on our database system
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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
* Not helping with the bereavement process
* Not taking phone calls
* Not logging concerns or dealing directly to respond to complaints
* Not dealing with car parking issues
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| Time commitment: * Weekdays, 9 am to 5 pm
* Volunteers must commit to at least one half-day or full-day shift per week for a minimum of six months
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| LocationThis role is available at both our Chelsea and Westminster Hospital site and our West Middlesex University Hospital site, depending on which is most convenient for you.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 roleAccessibility: This role is accessible for wheelchair users or people with other mobility issuesAs 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 distressed and emotional people – strong people skills and resilience are a must
* Team player and ability to develop relationships with colleagues in our operational teams
* Any admin experience would be welcomed but is not essential

This role requires an enhanced criminal record (DBS) check and a pre-placement inductionThis role requires that you have certain immunisations – we will discuss this with you when you apply |
| Supervisors: Tracey Pettit, Head of ComplaintsSamantha McMahon (Chelsea and Westminster Hospital)Chris Lewis (West Middlesex University Hospital)Your supervisor 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. |