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| Role: Youth Volunteer Term Programme, Chelsea and Westminster and West Middlesex University Hospital |
| Purpose:  Our youth volunteering programme will be launching for the academic year 2019/2020 at Chelsea and Westminster and West Middlesex University Hospital. During the programme you will improve and enhance the patient experience, complementing the work of trust staff at the hospital. You will be a welcoming and friendly face for patients and visitors alike – supporting patient activities and engagement, some of which is funded by our hospital charity CW+. You will develop confidence and communication skills and gain valuable experience in a number of patient-facing roles. |
| Duties (what you will be doing):   * Befriend patients, providing companionship by sitting and talking with them * Play activities or games by the bedside or in small groups * Provide refreshments to patients with direction from nursing staff * Read to patients * Welcome patients and visitors to the hospital * Help patients find their appointments and escort them between appointments if necessary * Direct any visitors to the right area or department when visiting a friend or relative * Support any regular events such as lunch-clubs, coffee mornings * Support any art engagement programme which is delivered by the charity, for example art classes, gardening or lunch time concerts |
| Boundaries (what you won’t be doing):   * No pushing of wheelchairs (unless trained to do so) * Do not discuss any results or provide clinical advice to patients * Feeding patients * Any clinical care for patients |
| Time commitment:   * Monday – Friday, 9am – 6pm * Volunteers are expected to commit to 1-2 hours, weekly |
| Locations:  Please indicate which hospital you would like to volunteer at on your application:  Chelsea and Westminster Hospital, 369 Fulham Rd, London SW10 9NH  **OR**  West Middlesex University Hospital, Twickenham Road, Isleworth, TW7 6AF |
| Requirements of the role:  Age: You must be 16-25 years old to volunteer in this role  Location: applications with proximity to either hospital site will be prioritised  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   You will also have the following qualities:   * The ability to communicate well with patients, visitors, staff and other volunteers * Able to think on your feet to resolve problems * Punctual and reliable * Ability to follow instructions and direction while being flexible * Ability to be empathetic, patient and calm in difficult situations if they arise * Pro-active and respectful to patients and visitors * Physically able to stand and move around the hospital with ease for the duration of your shift   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:  Supervisors will be allocated once you are successful in gaining a place on the summer programme.  Your supervisors will be responsible for supporting you in your day-to-day volunteering. You can 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 acute hospital and the wards and areas within it. 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. |
| Other information:  Please note this is a pilot programme and places are limited.  The Youth Volunteering Term Programme 2019/2020 will run from Monday 28 October to Friday 3 April 2020.  The deadline for applications is **Monday 29 July 2019, 5pm**  You must be available to attend a Selection Event on ONE of the following dates:  West Middlesex University Hospital - Monday 12 August 2019, 2PM  Chelsea and Westminster Hospital - Wednesday 14 August 2019, 3PM  You must be able to attend training on ONE of the following dates:  Chelsea and Westminster Hospital -Monday 21 October 2019  West Middlesex University Hospital - Tuesday 22 October 2019 |