

ECCH Volunteer Service

Volunteer Role Description –

General Appeal for Covid-19 Response Volunteers

Role Title	Various
Location	North Suffolk, South Norfolk
Commitment	Initially Covid-19 response role, to provide extra support but ongoing roles will be available
Volunteer Coordinator	Jess Pratt
Volunteer Champion	TBC

East Coast Community Healthcare CIC (ECCH) is a social enterprise in the East Anglian region providing a range of NHS, community health and social care services predominantly across the easterly region of the Norfolk/Suffolk borders. Voluntary Norfolk is a registered charity (number 1112017) working to build connected, resilient and compassionate communities where people work together to improve lives.

Role Purpose

An appeal for volunteers to support the NHS through the coronavirus pandemic has been launched by the Government. At ECCH we are looking for volunteers to help in a variety of ways, see tasks below.

Specific tasks will be discussed when you speak or meet with the Volunteer Coordinator and will depend on the roles currently available and your interests, skills and experience.

At East Coast Community Healthcare volunteers are a valued part of the team and please be reassured your safety and wellbeing is of paramount importance.

Our Volunteers

Before you can get started and apply to become a volunteer you must meet the following requirements:

- Volunteers must be 18 or over, and fit and well with no coronavirus symptoms.
- Those in higher-risk groups (including those over 70, those who are pregnant or with underlying medical conditions) will be able to offer support by telephone.
- Patient transport driver volunteers will also require an enhanced DBS check and will receive guidance to do this role safely.

For further information or to express your interest in this opportunity please get in touch. Email ecch.volunteering@nhs.net or call 07739 516374.

Tasks

Volunteer role boundaries are clearly defined and volunteer involvement serves to complement not replace the work of paid staff. Like other NHS organisations we expect to have vacancies for:

Community Response volunteer

This role involves collecting shopping, medication or other essential supplies for someone who is self-isolating and delivering these supplies to their home.

Patient Support Volunteer

A hospital based role preparing a list of items e.g. medication and/or food into bags for patients being discharged from hospital.

Hospital Support Volunteer

A hospital based role to support front line staff by undertaking the more menial non-clinical aspects of their roles to allow them to focus on patient care e.g. administration, stock room maintenance, ordering of supplies.

Patient Transport volunteer

This role supports the NHS by providing transport to patients who are medically fit for discharge, and ensuring they are settled safely back into their home.

NHS Transport volunteer

This role involves transporting equipment, supplies and/or medication between NHS services and sites.

The role may also involve assisting pharmacies with medication delivery.

Check in and Chat volunteer

This role provides short-term friendship and emotional telephone support to individuals who are at risk of loneliness perhaps following discharge from hospital or as a result of self-isolation. This can be done from your own home.

Please note that all roles are risk assessed to ensure the safety of volunteers and patients in consultation with current NHS and PHE guidance on the Covid-19 pandemic. Not all of the roles listed will be available at any given time.

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All ECCH Volunteers are responsible for

- Reporting any accidents, concerns regarding health and safety or safeguarding to staff in a timely manner
- Completing relevant training as and when required for the role
- Working within agreed boundaries and accepting supervision and guidance from staff

Volunteer Profile

- Are enthusiastic about the impact they can make by being an ECCH volunteer
- Have a friendly and approachable manner
- Demonstrate a willingness to treat all patients, their relatives, visitors, staff and other volunteers with politeness, dignity and respect and offer a non-judgemental attitude
- Are able to follow instructions and guidance from staff and complete tasks within set guidelines
- Inspire trust and confidence by being reliable and punctual
- Commitment to undertaking training required for the role
- An understanding of the importance of confidentiality

Training

Volunteers will need to provide two character references and for some roles will be required to completed or provide an up to date DBS check.

All volunteers are required to complete a Volunteer Induction which will provide information about:

- Data Protection and Confidentiality
- Equality and Diversity
- Safeguarding
- Your role and responsibilities

Volunteers are also provided with a local induction where you will be introduced to your Volunteer Champion and familiarised with your role.

Support

In this role you will be supported by a named Volunteer Champion, who will be your day to point of contact and will help you settle into the role. They will also provide your local induction.

You will also be supported by your local Volunteer Coordinator, Jess Pratt. They will provide you with opportunities to connect with other ECCH volunteers either at training sessions or informal meetings. We are exploring ways for fellow volunteers to connect online especially whilst social distancing measures are in place.

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