



# 2020 Response Volunteer

## 1.0 Role summary

The role of the '2020 Response Volunteer' is to assist the Trust during the COVID-19 Pandemic. Being flexible and able to take on tasks that will support our frontline staff, whilst they care for our patients.

**NB: All duties will be carried out under the supervision / guidance of the volunteer / charity team and will never include tasks of a clinical nature.**

**COVID-19 (Coronavirus) - If you are in any of the vulnerable categories, you are advised against volunteering in this role.** Vulnerable groups link and guidance 24/03/2020:

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

## 2.0 Key Tasks

- Wayfinding:
  - Outside main doors to hospital sites advising visitors of visiting restrictions
  - Outside main Emergency Department walk-in areas and BMEC, ensuring people are directed to the correct streams
- Delivering of donations for staff e.g. provisions of meals, shopping packs etc.,
- Receiving donations from patient relatives at main entrances to be delivered to ward areas
- Phlebotomy appointments check in – across sites and some Health Centres
- Distribution of leaflets/posters around the Trust areas

## 3.0 Confidentiality

The volunteer must maintain confidentiality of information relating to patients, staff and other Health Service business.

## 4.0 Health & Safety

Volunteers must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

## 5.0 Equal Opportunities

The Trust has a clear commitment to its equal opportunities policy and it is the duty of every volunteer and employee to comply with the detail and spirit of the policy.

## 6.0 Smoking

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its volunteers, employees, service users and visitors. Smoking is therefore not permitted anywhere on Trust Sites.

