



Keeping in Touch Volunteer

connecting in-patients with their love ones

1.0 Role summary

The role of the 'keeping in touch volunteer' is to assist the Trust during the COVID-19 Pandemic. Being flexible and able to bridge communication between in-patient and their loved ones whilst staying in our hospital, supporting our frontline staff to continue caring for our patients medical needs.

NB: All duties will be carried out under the supervision of a nominated contact in the specific area.

COVID-19 (Coronavirus) - If you are in any of the vulnerable categories, you are advised against volunteering in this role. Current guidance: <https://www.gov.uk/guidance/national-lockdown-stay-at-home>

2.0 Key Tasks

This role is ward based, helping patients to contact family/loved ones, using a ward based mobile phone or i-pad. This role is purely for contact with relatives, not to discuss any care or treatment. Being directed by the clinical team and/or ward clerk with regard to contact numbers and suitable patients.

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 have completed a Covid-19 risk assessment and be considered low risk and 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 Infection Control

Infection control measures, such as hand washing and wearing PPE must be fully complied with at all times in line with the area of volunteering. Full training will be given including requirements, application and disposal.

Each shift will be allocated a specific area and not move from ward to ward.

6.0 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.

7.0 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.

