



Volunteer Role Description

Volunteer role :	Locomotor Service assistant
Based at:	Reception area of the Locomotor Service, St Leonards
Days/times:	8.30am-5.00pm (preferred hours 8.30-12.30 or 1-5pm but can be negotiated) Monday to Friday
Volunteer Supervisor:	Shaun Spencer, Admin Lead, Locomotor Elizabeth Slee, Deputy head Locomotor
Main purpose :	To assist in the smooth running of the Locomotor Service by helping patients and staff

Background

The Locomotor service outpatient department at St Leonards is one of the busiest areas in the hospital, receiving over 250 patients a day and holding over 40 clinics.

The Locomotor department houses the Locomotor Service (Physiotherapy) and an interdisciplinary Pain service.

Front Desk Assistants will work closely with the Team Leaders in Outpatients to ensure patients waiting in reception have help if they need it.

Patients attending the department may be doing so for the first time so may benefit from the additional support and welcome of a volunteer. Some of our patients face many challenges as a result of their pains such as; poor sleep, stress, forgetfulness, reduced mobility, difficulty standing or difficulty sitting,

With so many people coming into the Department each day it is essential that volunteers have a calm and friendly manner at all times and take a proactive, problem solving approach to the role.

Duties

1. Welcoming patients into the Department and directing people to the waiting areas.
2. Sign in patients for ESP and Pain service—checking patients name against a printed list
3. Sign in patients for Physiotherapy:
 - When patients have an appointment card, letter or text message for their Physiotherapist then sign the patient in.
 - Where the patient does not have an appointment card, then direct the patient to reception
4. Refer any patient signing in for physiotherapy who is more than 15 minutes late or where there is confusion over their appointment to the receptionist
5. Receive notification from reception if a member of staff is off sick, if a patient of that clinician attends direct the patient to reception
6. Hand patients assessment paperwork, clipboard & Pen
 - Triage assessment forms
 - Pain Service outcome measure questionnaire
 - Check that all pages of the forms have been written non, as patients may forget to complete all pages (though not checking content)
 - Providing support to help patients who ask for some help complete forms. The volunteer must only write what the patient asks them to write down and should not advise or guide in any way that is clinical. Volunteers need to be mindful of confidentiality and limitation of privacy of within the waiting room
7. If patients have been waiting more than 10 minutes alert the receptionist
8. Assist patients who are struggling to stand or escorting them to a seat and if necessary taking their request to reception if they have difficulty standing.
9. Buzz patients attending upstairs clinic through door and also for the pain management program on Thursday lunchtime
10. Where patients are uncertain, especially on the first visit, accompany the patient to the upstairs waiting room using the lift.
11. When patients are nervous of lifts for whatever reason, it may occasionally be helpful to climb stairs to the 1st floor with patients. Should the volunteer struggle with stairs, this is not a barrier to the volunteer, other strategies can be discussed with that individual volunteer

12. Accompany patients to the toilet (where the toilet the clinical areas are used)
13. Alert reception if a patient has been waiting more than 30 minutes for transport to take them home.
14. Accompany transport patients back to B block reception for collection who are able to walk
15. If the patient is unsteady on their feet, there is any manual handling be required or there is a concern about steadiness a physiotherapist should be consulted.
16. Following completed training volunteer will, if willing and able, to take wheelchair patients to B block reception
17. Directing patients to the other facilities in St Leonards as required, eg, tea and coffee points, toilets, or to other departments
18. Answering patient queries wherever possible or asking a member of the Outpatient Team to assist.
19. Providing water for patients and ensuring any spillages are cleared up or reported immediately
20. Keep the waiting area tidy, refill information racks and remove out-of-date notices.
21. Tidying the clinical area at the end of the physiotherapy session
22. Assist in keeping Physiotherapy stationary level stopped up, if necessary photocopying more from paper master copy. Used discretion to organise printing when the department is quieter.
23. Asking patients to give feedback on their experience of the service provided by Locomotor by completing a survey.
24. Adjust DVD health educational video playback to meet preferences of patients in the waiting room

Person Specification

Locomotor service, St Leonards

Essential

- Aged 18 or over
- Able to commit reliably for a minimum of at least 3 hours a week for a minimum of six months. The service welcomes any volunteers who are able to offer more than the minimum hours
- A commitment to improve the patient's experience of their time in hospital
- Reasonably fit and active as the job entails standing or walking for up to 3 hours at a time
- Well presented, with a friendly and approachable manner and good verbal communications skills
- An ability to relate well to people on a one-to-one basis and be sympathetic to others' situations
- An ability to learn the lay-out of the St Leonards
- An ability to be patient and calm even in the face of difficult situations
- An ability to act on own initiative within the role description
- A willingness to be flexible and to follow the guidance of a Volunteer Supervisor
- A commitment to the Trust's equal opportunities and diversity policies
- A willingness to abide by the Homerton's volunteer guidelines, including manual handling
- To be willing to receive training in customer care, communications skills and any other areas as appropriate to the volunteer role

General information

- Volunteers should not undertake duties outside their role description without checking first with their Volunteer Supervisor.
- Volunteers must not undertake any manual handling tasks.
- A volunteer can offer emotional support and empathy but must not offer medical advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature.
- Volunteers are reminded of the importance of confidentiality at all times. They must not in any circumstances discuss patients' affairs with any person other than the relevant staff. If a patient discloses information relevant to their condition, the volunteer should direct the patient to speak to the service manager.

- Volunteers are complementary to paid staff and thus not be used to replace roles that are usually undertaken by hospital employees.