



Role Description

Volunteer role:	Tea Trolley Volunteer
Based at:	Outpatients Department, Homerton University Hospital, Homerton Row, London, E9 6SR
Days/times:	Mondays, Tuesdays and Wednesdays, 7.30-3pm
Volunteer Supervisor:	Mohamed Hossenbaccus
Main purpose:	To provide tea and coffee to patients in the Outpatients Department

Background

The League of Friends are a longstanding part of the life of Homerton hospital. Their dedicated team of volunteers run the hospital's tea trolley.

All the proceeds from their work go towards funding medical equipment and other items that will make a major difference to Homerton's patients.

Duties

1. Make Tea and Coffee for patients in Outpatients.

Person Specification

League of Friends Volunteer

Essential

- Aged 18 or over
- Able to commit reliably to at least 3 hours a week for a minimum of six months
- A commitment to improve patients and visitors experience of their time in hospital
- Well presented, with a friendly and approachable manner and good verbal communication skills
- 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 the League of Friends Manager
- A commitment to the trust's equal opportunities and diversity policies
- A willingness to abide by the Homerton's volunteer guidelines, including rules on confidentiality, health and safety, safeguarding adults and children and manual handling
- To be willing to receive training in customer care, communication skills and any other areas as appropriate to the volunteer role

General information

- Volunteers should not undertake duties outside this role description without checking first with their Volunteer Manager.
- A volunteer can offer emotional support and empathy but must under no circumstances offer 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 under no 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 Nurse in Charge.
- Volunteers are complementary to paid staff and must not be used to replace roles that are usually undertaken by hospital employees.