



Role Description

Volunteer role:	Exercise Group Volunteer
Based at:	Therapy Department, Homerton University Hospital Homerton Row, London, E9 6SR
Days/times:	Homerton Orthopaedic Outreach Team (HOOT) group: 12-2.30pm, Friday Exercise Group: 13.15 – 14.45, Monday 10.15 – 11.45, Thursday Standing Group: 10.15 -11.45, Tues and Friday 11.15 – 12.45, Wednesday
Volunteer Supervisor:	Joanna Bennett , Hoot Team Leader/ Andrea Shipley, Senior Neuro-Physiotherapist
Main purpose:	To welcome patients to the exercise group and to support the smooth running of the session

Background

The Therapies Department runs a range of exercise groups for patients being treated at the Homerton or people who have returned home but who would still benefit from therapeutic input. This includes:

- The Homerton Orthopaedic Outreach Team (HOOT) which supports patients following hip and knee replacement surgery.
- The standing group or exercise group which helps the rehabilitation of patients being cared for in hospital's Stroke Unit.

Exercise group volunteers will help to ensure these sessions run smoothly, working alongside the physiotherapist or occupational therapist.

Duties

1. Helping to set up the room for the session.
2. Welcoming patients and, if required, directing them to the correct venue.
3. Taking the register to ensure there is an accurate record of who attended
4. Helping to time the groups on the different exercises

5. Asking patients to complete a patient satisfaction survey at the end of the session
6. Helping to clear away equipment and to tidy the room

Exercise Group Volunteer

Essential

- Aged 18 or over
- Able to commit reliably to at least 2 hours a week for a minimum of six months
- Reasonably fit and active as the job entails standing for a couple of hours at a time
- Well presented, with a friendly and approachable manner and good verbal communication skills
- An ability to relate well to people on a one to one basis and be sympathetic to others' situations
- An ability to be patient and calm
- 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
- Volunteers must adhere to 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 Supervisor.
- Volunteers must not undertake any manual handling tasks.
- 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.