



## Volunteer Role Description

**Volunteer role: Children's Physiotherapy Community Service Volunteer**

**Based at:**

Hackney Ark, Downs Park Rd, London E8 2FP  
Ickburgh Special School, Kenworthy Rd, Hackney, E9 5RB

**Days/times:** Tuesdays 1pm – 5:30pm

**Volunteer Supervisor:**

Maxine Darby, Clinical Lead of Children's Physiotherapy : Service manager  
Alexandra Hejazi: Specialised Children's Physiotherapist – Weekly supervisor

**Main purpose:**

To assist in meeting and greeting families who attend hydrotherapy swimming sessions for babies and children with disabilities and in preparing the pool area before and after sessions.

**Background:**

The hydrotherapy service run by Hackney Ark takes place in the hydrotherapy pool in the boroughs special school. We run both groups and 1:1 session for babies and children and young people up to 18years of age with disabilities.

- The volunteer role involves greeting families on their arrival and escorting them to the pool changing rooms and back out again through secure doors. The volunteer will have a door pass.

**Duties**

1. Welcome families into the school building and escort them through secure doors to the hydrotherapy pool.
2. Assist families in filling in consent and outcome measure forms where necessary.
3. Ensure that families use the changing rooms safely e.g. any siblings are kept away from the pool side.
4. Help to tidy the clinical area at the end of hydrotherapy session
5. Assist in preparing the pool area with toys and towels prior to the start of the session.

6. At times, ask parents to provide feedback on their experience of the service provided.

## **Person Specification**

### **Children's Physiotherapy Community Service Volunteer**

#### **Essential**

- Aged 18 years or over
- Able to commit reliably for a minimum of at least 4 ½ 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 experience of the child and their family.
- Reasonably fit and active as the job entails working with children
- 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 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 Supervisor
- 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, safeguarding, health and safety 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 named supervisor.
- Volunteers must not undertake any unnecessary manual handling tasks.
- A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a client'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 clients' affairs with any person other than the relevant staff. If a parent discloses information relevant to their child's condition, the volunteer should direct the parent to speak to a member of the physiotherapy team.
- Volunteers are complementary to paid staff and must not be used to replace roles that are usually undertaken by Homerton employees.