



# MEET & GREET VACCINATION CENTRE SUPPORT VOLUNTEER

## Patient Experience

### Location

*Various sites across Cardiff and the Vale*

### Reports to

*Identified area coordinator/lead*

### Accountable to

*Voluntary Services Team*

### Time Commitment

*4 hours per week between 9am and 7pm Monday - Friday*

### Required Checks

*DBS (criminal Records Check)  
Occupational Health check  
Two References*

### Expenses

*Reimbursed travel to/from  
locations on day of volunteering*

## PERSONAL REQUIREMENTS

- To have excellent listening skills and be non-judgemental.
- To be confident when communicating with service users, visitors, staff and general members of the public.
- To be enthusiastic about the aims and work of Cardiff & Vale UHB.
- To display levels of empathy and understanding at all times.
- To be presentable, smart and always wearing UHB Volunteer uniform and ID badge.
- To recognise when to refer issues and questions to UHB staff.

## OUTLINE OF DUTIES

To provide a welcoming presence at the entrance to the Vaccination Centre and assisting those who may feel anxious or apprehensive.

To provide information, reminding visitors to maintain compliance with all Covid-19 safety measures and to undertake a screening questionnaire at the start of their visit and feedback at the end.

## MAIN TASKS

- Welcome staff and visitors to the Vaccination Centre and advise of the process for entering the site
- Direct visitors to the location as required or through the appropriate pathway
- To undertake a screening questionnaire with all visitors on entry
- To undertake a feedback questionnaire with all visitors on exit
- Escalate identified issues or questions to the appropriate support
- Remind visitors of wearing masks, social distancing and hand hygiene procedures while on the site/in waiting areas
- To support with refreshments in the waiting areas

## TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff and Vale University Health Board Training and Induction as well as an appropriate level of manual handling and violence and aggression training.

Training needs will be identified through the supervision process and met through Cardiff and Vale UHB Training Programmes.

**Volunteers will be treated inclusively by the Voluntary Services Team and will be offered ongoing supervision and guidance.**

## COVID19 SPECIFIC GUIDANCE

- All Volunteers will need to complete an individual risk assessment prior to starting
- All volunteers must be aware of the need to stop volunteering should they feel unwell or if they live with someone who has symptoms and to follow the latest government and NHS advice especially regarding COVID-19 symptoms
- Training, guidance and induction to be provided via e-learning or virtual technology where possible
- Volunteers must be provided with the required levels of PPE and be trained in the usage, donning, doffing, and disposal of PPE in line with UHB guidelines

## BENEFITS TO THE VOLUNTEER

This role offers:

- Experience of team working
- Satisfaction of assisting others and providing an invaluable service to the Health Board and community
- An opportunity to develop personal skills and experience
- The opportunity to meet new people

## PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures	✓	
Experience of working in a health care setting		✓
Good communication skills	✓	
Ability to speak Welsh		✓
Ability to work on own initiative and as part of a team	✓	
Reliable and punctual	✓	
Experience of befriending		✓
Experience of volunteering		✓
Willingness to undertake training	✓	
Available to volunteer for a minimum of 4 hours a week	✓	
Enthusiastic and outgoing	✓	



*Kind and caring*

*Respectful*

*Trust and integrity*

*Personal responsibility*

