

Volunteer Opportunities

Task Description

Volunteer Role: Paediatrics Patient Champion

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Service area: Royal London Hospital, Paediatrics Department, Day Care

Vision: **To have appropriately trained and assessed volunteers to support the smooth running of the outpatient Paediatric areas and to help patients and visitors during their visit to the Paediatric wards**

Objective: There are sometimes long waits for children who are having elective surgery. Children before their surgery are Nil by Mouth. Understandably they can get bored and restless. Volunteers will support the area with games activities and reading stories as well as providing information as requested by parents/carers/visitors. Additionally volunteers can play a crucial role in supporting the Wayfinding of visitors as it is a very completed area and there is often confusion regarding the lifts.

Length of Task: 6 months - flexible

Task Description

Volunteers will be required to come in to help support the Children's Day care area. This is largely for children who are awaiting surgery. Volunteers will play an active role in supporting the children as well as parents whilst they are waiting to go in to surgery.

- Set up the play area
- Read stories
- Actively engage with the children
- Find out information if requested
- Help to take children and parents to the surgery area
- Provide support to anxious parents if appropriate
- Help at the lift area and to support visitors to navigate their way to the appropriate area

Person Specification

- A passion for helping and supporting people/children in a hospital environment
- Good knowledge of playing and communicating with children
- Experience of working or looking after children desirable
- Able to commit to a weekly session
- Demonstrable emotional intelligence and understanding of dealing with difficult situations

Training

- Welcome Induction and Introduction to the Vision and Values of the Trust
- Fire Training
- Health and Safety
- Moving and Assisting
- Basic Food hygiene
- Confidentiality and Disclosure
- Safeguarding

Uniform

- Tabard or T-shirt and Identity badge to be worn at all times.

Benefits

An experience of being part of the largest health Trust in Europe, regular volunteers bulletin, social occasions, and reference provided in line with policy.

