

Role: Friends Shop Trolley Volunteer

Purpose:

The Friends Shop Trolley Volunteer takes the Shop Trolley round all permitted wards/departments to sell snacks, drinks, toiletries, newspapers and other useful items. You will be providing a valuable service to patients and staff who may not be able to leave the wards to visit the shops or canteen. The Shop Trolley volunteer can also offer a friendly face and kind word for those patients who may not receive many visitors.

Duties (what you will be doing):

- Collect the Friends Shop trolley from the shop storeroom at start of shift and ensure it is fully stocked
- Take the trolley round the wards to allow patients to buy snacks, drinks, toiletries and other items
- Take payment by card or in cash
- Return trolley at end of shift along with the card machine and any takings
- Report takings to Shop Manager
- Report any issues or concerns to Friends Charity Manager

Boundaries (what you won't be doing):

Any duties outside those outlined above, but in particular:

- Enter any ward or department that is closed for infection control or any other reason, or if told not to enter by ward staff
- Give medical advice
- Participate in any moving and handling of patients
- Involve yourself with any patient records or other matters concerning data protection
- Cleaning
- Lifting heavy equipment

Time commitment:

- You must commit to one 3-4 hour shift per week.
- Shifts are available on Monday to Friday from 9.30am to 1pm approx. and 1pm to 4.30pm approx.
- Volunteers must commit to at least one shift per week on a long-term basis.

Location:

- Chelsea and Westminster Hospital, 369 Fulham Road, London SW10 9NH

Requirements of the role:

Age: You must be 18 years or older to volunteer in this role.

As a volunteer you will embody the Trust's values:

- Putting patients first
- Responsive to, and supportive of, patients and staff
- Open, welcoming and honest
- Unfailingly kind, treating everyone with respect, compassion and dignity
- Determined to develop our skills and continuously improve the quality of care

Skills and other requirements:

- Sign in and out of shifts using the My Impact app – this is essential so the Volunteering service knows your whereabouts
- Report to the Volunteering Hub before your shift
- Be polite, kind and enjoy meeting and talking to people
- Operate within the boundaries of this role for your own safety
- Be punctual and dependable

- Have a professional and friendly demeanour
- Be resilient – you will see patients in the hospital who will be distressed and in pain – some people can find this distressing
- Follow Trust infection and prevention guidelines. This includes not volunteering when you are sick, practicing good hand hygiene, being bare below the elbow in clinical areas, and wearing any PPE if required.
- If you are not sure of a task or of using PPE, please ask for help at any time

Pre-placement checks and training before you start your volunteering journey:

- You must have a standard criminal record check (DBS) for this role. If you do not have one already then we can organise and pay for one
- Declare any health conditions or disabilities which may impact your volunteering
- Attend the Trust's core volunteer training (currently a 2-hour online session)
- Complete an online E-learning module on Information Governance
- Attend a detailed briefing and an induction on your first visit
- Shadow an existing Friends Shop Trolley volunteer until you are confident in volunteering by yourself

Supervision and support:

- Lucy Doig, Friends Charity Manager
- Nainesh Patel, Friends Shop Manager
- Leishea Higgins, Volunteering Administrator
- Daniella Kok, Chelsea & Westminster Volunteering Manager

Volunteering support:

Your Line Manager is the Friends Charity Manager, who is in the Friends Office Mon-Thurs 9am-4.30pm – please report to her in the first instance with any queries or concerns.

You must also report to the Volunteering Hub at the start of your shift, where you will be briefed on any up to date information for that day. You will always need to start and stop your clock on your Better Impact app for any shift.

The Volunteering Services team is available for any queries, questions or just a chat, and you are also welcome to have a drink or snack in the Hub when needed. Each Hub is open from 9 am to 5 pm on weekdays and volunteers can seek support from staff members and hub-based volunteers.

Personal development:

This role will provide you with an insight into life in a busy hospital, and will give you the chance to develop skills including interpersonal communication, time management, and retail experience. You will be playing a small but important role in the day-to-day running of the hospital, and in particular in patient satisfaction/wellbeing.