

## **VOLUNTEER ROLE DESCRIPTION**

### **PLACEMENT: RADIO CAMELOT**

**REPORTS TO:** Chairman, Radio Camelot  
Volunteer Services Co-ordinator

**HOURS:** Days / times to be agreed with individual volunteers  
Guidelines: 4pm – 7pm  
Volunteers required Monday – Sunday

### **ROLE OUTLINE:**

1. Display a helpful and friendly approach to patients, visitors, staff and colleagues
2. Liaise with clinical staff regarding appropriate access to patients prior to any activity
3. Collect requests by visiting the wards and talking to individuals; patients, staff and visitors
4. Collect requests from request boxes
5. To clean and supply replacement headphones to the wards as required
6. Present on the radio to patients and play their requests
7. Offer practical assistance, as required, in conjunction with the other volunteers in Radio Camelot.

This list is not exhaustive. Duties may vary according to the needs of the service.

### **EXPECTATIONS AND RESPONSIBILITIES:**

1. Work with sensitivity and an understanding of the issues facing those working to deliver health care within the Trust
2. Be conversant and comply with the content of the Volunteer Services Policy and associated Code of Practice
3. Be aware of and adhere to all Trust policies and protocols highlighted by the Ward/Department Manager as relevant to the volunteer placement
4. In the event of accidents, emergencies or untoward occurrences, respond as directed by the Ward/Department lead.
5. Attend training and department updates as required

**AGREEMENT**

I have read and understood the Volunteer Services Policy and signed the Code of Conduct statement. I agree to adhere to all Trust policies and protocols associated with my volunteer placement.

If you have any queries or concerns please contact the Volunteer Services Co-ordinator prior to signing this role description.

Name: .....

Signature: ..... Date: .....

**PERSON SPECIFICATION**

**VOLUNTEER PLACEMENT: RADIO CAMELOT**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EXPERIENCE</b>	Able to demonstrate good interaction with people	Experience of working in a health environment  Experience of volunteering
<b>APPEARANCE</b>	Clean, neat and well groomed	
<b>COMMUNICATION</b>	Good oral and written communication skills	
<b>PERSONAL QUALITIES</b>	<p>Polite, courteous and reliable</p> <p>Relate to people in a friendly and calm manner</p> <p>Ability to empathise</p> <p>Ability to maintain complete confidentiality</p> <p>Adaptable and willing to learn</p> <p>Tactful and diplomatic, especially in stressful/emotional situations</p>	Sense of humour
<b>GENERAL SKILLS</b>	<p>Recognition of the importance of boundaries</p> <p>Ability to recognise when assistance is required or distance is preferred</p> <p>Understanding of confidentiality issues</p> <p>Able to follow instructions</p> <p>Able to use own initiative</p> <p>Able to work as part of a team</p>	