



# INFORMATION CENTRE VOLUNTEER

## Patient Experience

### Location

*University Hospital Llandough and  
Barry Hospital*

### Reports to

*Information Centre manager*

### Accountable to

*Voluntary Services Team Manager*

### Time Commitment

*2 hours per week for a minimum of 6  
months*

### 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 and Vale UHB.
- To display levels of empathy and understanding at all times.
- To be presentable, smart and always wearing UHB uniform and ID badge.
- To recognise when to refer issues and questions to UHB staff.

### OUTLINE OF DUTIES

The overall aim is to provide appropriate and relevant up to date information and signposting to visitors, patients, staff and carers who access the info centre. Volunteers will be identifying or finding specific information material meeting information needs, or signposting to the appropriate NHS and third sector services.

*This role does not include advocacy or counselling.*

### MAIN TASKS

- Signposting
- Helping to identify and find relevant information leaflets
- Replenishing the Centre's display stands with booklets, and leaflets etc.
- Assist in stock control processes
- Taking telephone enquiries for information and signposting
- Collecting relevant data
- Talking to patients, visitors, staff and general public about services and support available

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



## TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff and Vale University Health Board Training and Induction.

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

## 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
- An 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 2 hours a week	✓	
Enthusiastic and outgoing	✓	

