Non Clinical Volunteering Roles

**Administrative Support Volunteers** help support the smooth running of hospital administration systems. This role is best suited to volunteers who enjoy an organised and systematic approach to tasks. No previous experience is required. We just need your commitment, patience, enthusiasm and reliability. Each volunteer supports a member of administrative staff or team who will guide you to the tasks they need help with. This role varies dependent upon the location or department, however your role is likely to include: filing duties (paper and electronic), photocopying, data entry, retrieving information (paper and electronic) and may include customer service duties such as reception cover. A local interview may be required. Full induction and training as necessary will be given.

**Clinical Audit Volunteers**. Clinical Audit is a system that all NHS hospitals use to check the quality, safety and overall effectiveness of the healthcare they provide. Clinical Audit Volunteers are a vital group of volunteers who help the hospital to prepare for new Clinical Audits. This is a desk-based role which involves looking at existing data, such as patient records and inputting it into a new format so that it can be assessed for audit purposes. Volunteers will also support the Clinical Audit team in other ways e.g. filing, photocopying and locating information. A local interview may be required. Full induction and training as necessary will be given.

**Fundraisers**. Kingston Hospital welcomes volunteer community fundraisers. Supporting the Kingston Hospital Charity’s fundraising for projects across the Hospital, including major appeals, fundraisers combine enthusiasm, creativity and initiative to raise vitally needed funds. We welcome anyone with or without fundraising experience. Opportunities are varied, from networking with potential supporters to negotiating raffle prizes, public speaking or putting on your own event at work, school or home. We also ask our Fundraisers to help at events and support the fundraising activities of our partner charities - Born Too Soon, the Friends of Kingston Hospital and Momentum. This is a flexible role that combines the time that you can give with lots of support to raise money, raise awareness and involve the community in giving to their local hospital.

**Patient Affairs Volunteer**. The Patient Affairs Service provides the practical and emotional support needed to guide grieving relatives through the first few days following the death of a loved one at Kingston Hospital. As a busy service, especially after weekends and in the winter months, the Patient Affairs Volunteer is a front-of-house role. You will play an integral role in providing information and reassurance to people recently bereaved by
telephone and in person to help them understand how and when they can access support. This role suits someone who is comfortable talking to people who may be very distressed and working in an environment where ‘viewings’ (the opportunity for family members to spend time with their deceased loved one) take place.

Welcomers are located across the hospital at the key entrance points, including the Main Entrance, Main Outpatients. But they rarely stay there for long on a typical shift. Welcomers are the first point of contact for patients and visitors when they arrive at the hospital. They are a friendly face and have expert knowledge of the hospital and the services we offer. Welcoming can involve simple sign-posting to ensure patients and visitors can get to where they want to go. More often, Welcomers are guides, accompanying people across the site and providing clear information about our hospital or simply empathy where and when people need it. This role is suited to volunteers who are physically fit, thrive in a busy environment and enjoy meeting many different types of people.

Clinical Area Volunteering Roles

A&E Volunteers improve patient & relative experience of A&E through offering practical and emotional patient support. You will be supporting a busy A&E service at the front line of emergency medicine. Tasks can include: tea rounds, assisting with patient meals, befriending patients, providing information about Kingston Hospital A&E, conducting the Friends & Family Test, liaising with patients about waiting times, tidying waiting room areas, sitting with patients who are anxious, supporting patients with dementia and their carers and more. This role is best suited to volunteers who can keep calm in a crisis, enjoy meeting people from all walks of life and can listen to people without judgement. A local interview may be required and a trial period is recommended due to the pace and nature of the work involved.

Patient Experience (Research) Volunteers
Kingston Hospital is committed to improving all services to give people the best possible experience. Asking patients, carers and visitors to give feedback is an important way to find out what matters to people and make improvements that really count. Patient Experience Volunteers are specialist volunteers who have received training to conduct the ‘Friends & Family Test’ and other social research across the hospital to gather meaningful, honest and accurate feedback from people who use our services. This role suites volunteers who can make a regular commitment to volunteering and those seeking volunteering on an ad-hoc basis. Volunteers need to have excellent communication skills, the ability to listen without imposing their opinions and encourage people to be open and honest about both good and bad experiences of NHS services.
Inpatient Area Volunteers

**Chaplaincy Volunteers** work with our Hospital Chaplains to visit patients and offer spiritual, religious, pastoral and practical support to patients of all faiths. Volunteers visit assigned wards to spend time with patients on a one-to-one basis to provide companionship and prayer as requested by the patient. Volunteers can also refer patients to a Chaplain if they think a patient would benefit from a visit from a religious leader. As a Chaplaincy Volunteer you will have an active faith, however you will be willing to visit patients of all faiths and to discuss their beliefs without judgement. This role suits volunteers who enjoy meeting people of all faiths and have the maturity to listen to people who are in distress. We welcome volunteers who can bring enthusiasm, reliability and commitment to this role. Further to your Volunteer Induction, full training is provided by our Chaplaincy Team.

**Dining Companions** assist ward staff and visit patients during mealtimes. We aim to have Dining Companions in every medical ward for lunch and dinner, seven days a week. We ask volunteers to commit to one mealttime at least every two weeks on a regular basis for a minimum of 12 months. If you can give more, we welcome this. As a Dining Companion you will be helping in the following ways: delivering meal trays to patients, offering companionship and encouragement to patients, spotting ways to make mealtimes easier for patients e.g. opening packets or cutting up food, requesting adapted cutlery and crockery, adding your observations to Patient Notes and liaising with ward staff. You do not need any previous experience or voluntary work - we simply need your enthusiasm, patience, reliability and time. Attendance a 1.5 hour Dining Companions Workshop is an essential requirement of this role.

**Dementia Volunteers** play an important role in supporting patients with dementia and their families to have the best possible experience at Kingston Hospital. Dementia Volunteers work closely with the Dementia Therapeutic Activities Coordinator and Ward staff to offer group and one-to-one activities for patients with dementia whilst in hospital. Each visit with a patient with dementia will be different. Volunteers offer activities at bedside with patients, help patients and carers to complete ‘8 Things About Me’, support the Activities Coordinator and Therapists to run therapeutic groups with patients who have similar interests, e.g. music, gardening, languages and crafts. This role suits volunteers who enjoy working with older people and share Kingston Hospital’s commitment to providing the best possible experience for people with dementia and their carers.

**Hospital-Home Volunteers** help reduce the fear and anxiety that vulnerable patients including those with dementia feel when they are discharged and return home after a hospital stay. During this transition period volunteers offer practical and emotional support.
in hospital by running errands, accompanying patients on the journey home and will keep in touch through telephone befriending.

Volunteers provide assistance for up to six weeks and will build a relationship with service users to help them identify what services they need after leaving hospital and help them access support from local community and voluntary organisations. Volunteers can be hospital-based, community based (helping people in your area) and some parts of this role can be done from home. This is a varied and rewarding role for proactive volunteers who enjoy working with people from all walks of life, are excellent communicators and are willing to work in partnership with staff, carers and partners in the community to help people who may be anxious, lonely and worried about leaving hospital. This role is open to over 18s only due to the nature of this role. A minimum commitment of 3 hours for a six month period is required for this role.

**Paediatric Play Volunteers** support our young patients aged 0-18 by offering befriending, play activities and story-telling. This role is best suited to volunteers who are enthusiastic, creative, patient and sensitive to the difficulties faced by children in hospital for any length of time. You will also need a good network of friends and family who will support you. Your role may involve taking toys and other resources such as craft materials to patients who are unable to leave their bed area and playing together. You can also get involved in running small group activities with more mobile patients in our Play Rooms, Momentum Garden and play areas. We recommend that Play Volunteers have some voluntary play or work experience with children to demonstrate a genuine interest in helping children in hospital. Paediatric Play Volunteers need to be over 18 to be eligible and will require an enhanced DBS check. Volunteers also attend a local interview with Paediatrics staff and may opt for a trial period before being confirmed in the placement.

We are particularly looking for Paediatric Play Volunteers who are available during school holidays to help to play with children who accompany parents to hospital appointments.

**Patient Library Volunteers** organise the KHFT patient library and ensure patients have access to this resource. This role involves: sorting through donated books and labelling them for use, stocking the library trolley with a diverse selection of books and magazines, taking the trolley around the Medical Wards and spending time with patients to find the right book for them, receiving and re-shelving books that are returned. Many of our patients look forward to the arrival of the Library Trolley and enjoy talking to the Library Volunteers. This role suits volunteers who have a good knowledge of literature, have excellent communication skills and enjoy working in a hospital environment. A regular commitment of a few hours once per week is preferred.

**Therapy Team Volunteers** assist the multidisciplinary therapy team on Keats Stroke Unit to support patients affected by stroke. Volunteers support the physiotherapists, occupational
therapists, speech and language therapists and nurses in both group and one-to-one activities with patients. This can include: befriending, supporting patients at mealtimes, helping at communal meals known as ‘lunch clubs’, running light exercise and mobilisation sessions, leading therapeutic activities including reminiscence therapy as guided by our clinical staff and gathering patient and carers’ feedback. This role is suited to volunteers who are patient, creative, enthusiastic, reliable and can be sensitive to the needs of patients affected by stroke and their families. Volunteers need to be over 18 to be eligible and will require an enhanced DBS check. Volunteers also attend a local interview with a member of the therapeutic team and may opt for a trial period before being confirmed in the placement.

**Ward Volunteers** are valued members of many ward teams across Kingston Hospital. Based on the Reception Desk, Ward Volunteers welcome, speak to and listen to patients and their families. This role is best suited to volunteers who enjoy working with people, have good communications skills and are looking for a volunteering experience at the heart of hospital life. Different on every Ward, volunteers are involved in general administration such as typing memos, keeping notice boards tidy and up to date, answering the Reception telephone during staff break times. Ward Volunteers spend time getting to know patients and engaging them in conversation and activities they enjoy. They also play an important role in gathering feedback from patients through ‘The Friends & Family Test’. This role is also about supporting families when they visit.

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**Complementary Therapy Volunteers** are professionally qualified beauty and complimentary therapists who brighten patients’ days (and sometimes, staff too!) by offering short treatments. Treatments can range from reflexology to aromatherapy, mini manicures to hairdressing. We also invite volunteers who can offer treatments for staff who work in particularly demanding roles, including A&E, Surgery, Paediatrics and Intensive Care.

**Healthy Lifestyles Volunteers**
Healthy Lifestyles Volunteers have a specialist knowledge of the Healthy Lifestyles Service available to anyone at Kingston Hospital NHS Foundation Trust (KHFT). Working within specialist outpatients clinics, Healthy Lifestyles Volunteers have informal conversations about health promotion with patients in the clinic waiting areas. Where patients express an interest, volunteers can begin the referral process into one or more of the Healthy Lifestyles Services to be completed by a trained health care professional during their clinic appointment. This role is suited to volunteers who enjoy meeting people from different backgrounds and can provide information without giving advice.
Macmillan Information Centre Volunteers support the running of the Macmillan Information Centre located in the William Rous Unit. They support the Centre Manager by ensuring the centre is well stocked with information for patients and families affected by cancer and providing a warm welcome and hot drink for Centre visitors. This role is vital in helping to put people at ease in a difficult situation and helping them to navigate the information available to them. This role suits people who can keep calm in a crisis, have good communication and active listening skills and can make a regular commitment of a few hours per week.

Main Outpatient Volunteers help patients to check-in for their appointment and ensure they have the best possible Outpatient experience. This role suits volunteers who enjoy a fast paced customer service role in a clinical service. Main Outpatients Volunteers have an excellent knowledge of the clinics running each day and provide patients with up to date information about their clinic, including how to get there, if there are delays, why they are happening and how long the clinic is delayed for. Volunteers play an important role in navigating volunteers through the procedures they may need during one appointment, for example, blood tests and an x-ray, ensuring that patients know where to go, have assistance or transportation if they need it and are checked back into their clinic upon their return. Volunteers build an excellent rapport with patients, helping to reduce worry about the Outpatients process through practical and emotional support.

RVS Café. Our Outpatients’ Café is run by Royal Voluntary Service volunteers. This café serves refreshments to patients and the public in our Outpatients Waiting Area. Volunteers make a regular commitment once per week or fortnight and receive training in food hygiene, stock control, customer service and cash handling. Some of our RVS Café volunteers also run a Trolley Service for Inpatients, selling drinks, confectionary, newspapers and toiletry items. This is role is suited to volunteers who are physically fit, can make a regular commitment, enjoy working as part of a team and have good customer service skills. Please note that the recruitment time for this role can take longer than other roles, as volunteers need to be DBS checked and approved by both Kingston Hospital and Royal Voluntary Service.

RVS Trolley. The RVS Trolley stocks snacks, bottled drinks, magazines and toiletry items available for purchase. Volunteers are needed to take the trolley to all of our wards daily to ensure that patients who cannot visit the shop for whatever reason have access to these goods. Many of our patients and staff look forward to the Trolley visit. Volunteers work with the RVS Café Manager to stock the trolley, handle cash, take the trolley on its ward rounds, interact with patients and keep accurate records of all sales. We welcome volunteers who can bring enthusiasm, reliability and commitment to this role. This role is best suited to volunteers who enjoy meeting people from all walks of life and are sensitive to the needs of
vulnerable people. Please note that the recruitment time for this role can take longer than other roles, as volunteers need to be DBS checked and approved by both Kingston Hospital and Royal Voluntary Service.

**Environment & Facilities Volunteering Roles**

**Wheelchair Buddies** assist our Portering provider, ISS by locating wheelchairs and returning them to the main entrance and other areas of the hospital where patients commonly need them. Wheelchair Buddies receive training to ensure they are safe in moving wheelchairs around the hospital. You will also be helping to keep wheelchairs in excellent condition e.g. checking for faults and steam-cleaning. Some wheelchair buddies also help to transport patients who need a wheelchair around the hospital site. This role is suited to volunteers who are physically fit, can make a regular commitment and have good customer service skills.

**Catering Volunteers** help the smooth running of ‘Eat’ the hospital canteen, run by ISS. As a Catering Volunteer, you will be involved in tasks such as greeting customers, clearing trays and wiping tables, shelf stocking and dishwashing. You do not need any previous experience or voluntary work. We welcome volunteers who can bring enthusiasm, reliability and commitment to this role. This role is best suited to volunteers who have a genuine interest in catering and customer service. We are looking for volunteers who are willing to learn new things, want to be part of a team and enjoy working with people.

**Gardens & Maintenance Volunteers** work with our Gardener and Estates team to help upkeep the many gardens and public spaces across the hospital site. This role involves light gardening such as digging, weeding and pruning as well as maintenance duties such as sweeping and litter picking. This role is best suited to volunteers who have a genuine interest in gardening and are as committed as we are to making Kingston Hospital a safe and well maintained environment for patients, visitors, volunteers and staff. This role is suited to volunteers who are physically fit, enjoy working outdoors and can make a regular commitment.

**Service Support Volunteers**

**Wolverton Centre Clinical Support Volunteers**

Across Kingston Hospital there are small numbers of volunteers embarked on a relevant course of study or professional qualifications who provide assistance to clinical staff. This role is located in the Wolverton Centre (Sexual Health Drop In Clinic) assisting by weighing patients, keeping stock organised, displaying literature, labelling laboratory supplies for easy and efficient access.
**Community Based Volunteers**

We know that some people want to help but cannot volunteer regularly at Kingston Hospital. The following roles can be done from home or in your local area. To find out more, please read the role profile and get in touch to discuss how you can take part.

**Community Fundraisers** are ambassadors in the community raising vitally needed funds for the Kingston Hospital Charity, Dementia Appeal and supporting the work of our partner charities. Whether you want to arrange a charity ball, organise a sponsored activity or combine a coffee morning at home with some dementia awareness, our team of dedicated professional fundraisers can help you to get your idea off the ground and involve your friends, family and community in supporting Kingston Hospital Charitable Trust.

**Healthy Lifestyles Volunteers** attend public events at Kingston Hospital and in the community to increase awareness about public health services, known as Healthy Lifestyles Services in Kingston Upon Thames. If you are passionate about health and have excellent communication skills this is a rewarding role that helps people to understand and overcome barriers to improving their health. This role includes 1.5 days of training with Kingston Hospital and Kingston Council Public Health Teams where you will learn the theory of public health, motivational interviewing skills, spend time with a public health professional in the community and develop a good understanding of what’s available locally. We welcome volunteers who can give time during the week, weekends and on an occasional basis to join our team.

**Hospital-Home Volunteers** can be based in their local community. This role involves providing befriending via telephone helpline to patients who have recently been discharged from hospital to home. This role involves excellent active listening skills to provide emotional support and identify ways that people can build their confidence and access local services and support after a hospital stay. Some community based volunteers also provide occasional errands and escorts to the people they befriend, e.g. collecting prescriptions or accompanying someone on public transport to help people to build confidence in the early weeks back home. Over 18s only, training required.

For more information and to discuss your suitability for these roles, please contact the Volunteering Service via volunteering@kingstonhospital.nhs.uk or call 0208 934 3620.
How to apply

To apply for any Volunteering Role, you must be registered as a Kingston Hospital Volunteer.

Online: Register at http://kingston.volunteercommunity.uk/ and apply for a role.

Or request an application form:

Email: Volunteering@kingstonhospital.nhs.uk

Tel: 0208 934 3620

Post:
Volunteer Service,
Davies Wood House Annex,
Kingston Hospital,
Galsworthy Road,
Kingston Upon Thames,
Surrey, KT2 7QB.

After we receive your application, we will be in touch within two-weeks to arrange an interview. If you want to track your application, apply online, or call us on 0208 934 3620.

We take-up two references immediately. To avoid disappointing delays, please alert them after sending in your application to expect our email and respond asap!