
0-19 Health and Wellbeing Service

Volunteer role description

We are looking for volunteers who would like to help with a variety of tasks to enhance the service and support the team. The tasks would include providing administrative support both paper based and where appropriate electronic, also extending a warm welcome to families attending the clinics.

Department / organisation

Wirral Community Health and Care NHS Foundation Trust's 0-19 Service are specialists in child health and development who work at community, family and individual level to promote and improve health and wellbeing of pre-school children and their families.

We work with parents to build on strengths and develop parenting confidence, as well as provide a range of information support and advice to ensure that families are fully supported in giving their children the best possible start in life. Working alongside multiple agencies in relation to the positive health and wellbeing of children throughout their school years, as they progress to adulthood.

Location

Volunteer opportunities are available at:

- Eastham Clinic – Eastham Rake, CH62 9AN
- Victoria Central Health Centre, Wallasey, CH44 5UF
- Greasby Clinic, CH49 3AT
- St Catherine's Health Centre, CH42 0LQ
- Prenton Clinic, Prenton, CH43 OTF
- Also, a variety of areas throughout Cheshire East, Knowsley and St Helens (please ask)

Days / hours (a volunteer may do up to two four-hour sessions per week).

Morning or afternoon sessions available Monday to Friday.

Sessions are 9.00am to 1.00pm or 1.00pm to 5.00pm.

Please say on your application form which sessions you would like to be considered for.

Main tasks

- To compile information packs
 - Support visits / events (where appropriate)
 - To answer phones, take messages, book appointments via Systmone tasking the appropriate clinician/s where necessary (in-house training provided)
 - Research information as required (computer based)
 - Prepare health promotion displays.
 - Provide a meet and greet service.
 - Photocopying/ scanning/ data inputting
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- Help set up and clear away at each clinic session.
- Support with child immunisations sessions

Requirements

- To have good interpersonal/interaction skills
- Attend on a regular basis.
- Work alongside other volunteers and staff
- Ability to use a computer and electronic information systems would be helpful open to further computer-based system training.
- To attend all agreed sessions on a regular basis
- To agree to regular support and supervision
- To comply with all guidelines around patient, staff and trust confidentiality

Closing date and application information

If you would like to apply, please email your expression of interest to:

wchc.membership@nhs.net

Alternatively contact the Volunteer Services Manager on 0151 514 6342 or write to:

The Volunteer Services Manager

Wirral Community Health and Care NHS Foundation Trust
St Catherine's Health Centre
Wing 5, 1st floor
Derby Road
Birkenhead
Wirral
CH42 0LQ

Additional information for all placements

Disclosure and Barring Service (DBS) checks

Most volunteer placements will require a DBS (previously CRB) check. If needed, this will be confirmed before informal interview.

Occupational health assessment

All volunteers have an occupational health assessment to ensure that the tasks they will be carrying out do not put themselves (our patients or staff) at risk.

Training

All volunteers must complete mandatory training as and when required.

Local induction

Each volunteer will receive a local induction. This will include a welcome, orientation, local safety procedures, local escalation processes, including point of contact on the unit.

Volunteers must not:

- lift or move patients or heavy equipment
- give medical advice or change a treatment plan
- assist with the administration of medication
- do work other than that is their role description

About Wirral Community Health and Care NHS Foundation Trust

Located in Wirral in North West England, we provide high-quality primary, community and social care services to the population of Wirral, Cheshire East, Knowsley and St Helens. We play a key role in the local health and social care economy as a high-performing organisation with an excellent clinical reputation.

Our Common Purpose:

Together...

we will support you and your community to live well.

Compassion

Supportive and caring, listening to others.

Open

Communicating openly, honestly and sharing ideas.

Trust

Trusted to deliver, feeling valued and safe.
