



**Volunteer to Career**

**Radiology  
Volunteer to Career  
Volunteer Role Overview**

We are looking for caring and passionate people who want to make a difference and volunteer with us at the Norfolk and Norwich University Hospital (NNUH). Providing excellent, high-quality care is our priority and we want people who share our vision to join us. Volunteers make such a difference to members and staff and we are very grateful for their efforts.

This Volunteer to Career role is a three-month volunteering placement with career development support. Beyond this there is the potential to extend your volunteering placement with NNUH and/or continue with onward training opportunities as agreed.

Joining as part of the Volunteer to Career (VtC) Programme, you will be assigned a mentor. Your mentor will support you to discover job roles in Health & Social Care, as well as providing free training and support to give you the confidence and skills to pass interviews and into employment.

**Role task list**

- To make Confirmation Calls 24-48 hours prior to up-and-coming Diagnostic Radiology appointments.
- Meet with your Project Co-ordinator who will give you a script (blanks available in the Radiology diagnostic room – Next to Loddon Ward Room).
- To wipe down any equipment you will be using and again once your session has finished.
- The patient list is available via Excel and this is where you will document the patients comments and your actions – training will be given.
- Calls are to be carried out from the Diagnostic Radiology Call Room, East Block Level 2, Next to Loddon Ward labelled “Diagnostic Radiology Volunteer Project”
- There are PCs in the room for your use.
- There are two fixed landline phones in the room and a DECT phone. If a DECT phone is borrowed from the Radiology room the calls list needs to be cleared before returning the handset to the HUB.
- Work through your list of patients.

- Note if there is no answer / answerphone or engaged.
- Once you have gone through your list, you can go back to the patients that you've not managed to contact at the end of your session.
- Make 3 attempts to call the patient and if unsuccessful, we regard this as a failed call.
- Last call to be no later than 4.00pm.
- Make written notes on your notepad or type directly onto the Excel spreadsheet under Comments/Issues: Action: Outcome and relevant columns.
- Information received from the patient should be recorded as best verbatim as possible.
- Enter the number '1' in the headed columns ie Appointment Confirmed 😊 / Needs to reschedule 😞
- Entering a 1 & Y allows us to easily identify information received for auditing.
- Remember to 'Save' after each call to avoid losing any information.
- Complete as many calls during your session, some days it may not be possible to complete the list. If this does happen, highlight to your Co-ordinator.
- Escalate any concerns with your Project Support Co-ordinator and they will advise and/or action.
- Remember to take regular breaks and walk/stretch or have a drink.
- When moving away from your workstation, close the lid on the laptop or lock PC and secure any paperwork. (Ctrl + Alt + Escape)
- Debrief with your VS Discharge Support Co-ordinator and return your script & hard copy of patient's list/notes made at end of your session – all paperwork will be confidentially disposed of.
- Remember we cannot give medical advice or offer our personal opinions.
- Remember to keep information governance safe.
- Advise the Project Support Co-ordinator if you need to cancel your session, have holiday arrangements or if you are able to cover any extra sessions where holidays are showing on the rota.
- A monthly rota will be emailed mid-way through the previous month.
- Work within the PRIDE values

## **Considerations for the role**

Volunteers will need to demonstrate an approachable and friendly manner, have good listening skills and be a confident communicator who is able to offer care, empathy and understanding.

You may occasionally encounter patients in a state of anxiety, pain or mental instability. In these cases, please refer immediately to the Volunteer Coordinator and reassure the patient that their comments and concerns will be passed on to a member of staff for escalation and that they may receive a call back.

## **Sessions**

Volunteers will be expected to attend one session a week. Volunteering sessions take place Monday to Friday 9.30am – 12noon, 11am – 2pm and 1pm – 4pm. The specific day(s) and times will be agreed between yourself and your volunteer co-ordinator.

## **Volunteer Training**

All volunteers complete induction training before they are placed in a department. The induction covers the following units:

- Trust vision & values
- Health & Safety
- Moving & Handling
- Fire Safety
- Security
- Information Governance
- Infection Control
- Safeguarding adults / Child protection
- Data protection
- Uniform policy / dress code
- Boundaries of the role
- Safety & Accidents / Incident reporting
- Management / Line reporting
- Volunteer support

## **Who we are looking for**

These are the types of skills & qualities that we are looking for from our volunteers. This is a programme to encourage you to develop your skills, so please get in touch if you are concerned about any of the items listed below.

- Good standard of oral/written English.
- Communication skills – talking and listening to members, staff and other volunteers.
- Understanding the importance of confidentiality.
- Be self-motivated.
- Good personal hygiene.
- Able to Follow Norfolk and Norwich University Hospital policies at all times.
- An understanding of the importance of respect, dignity and compassion.

- Self-awareness of your own skills and limitations.
- Conduct yourself in a mature and responsible manner.
- Reliable, with good time management skills.
- Flexible/adaptable.
- Willing to work as part of a team.
- Keen to learn and develop your own skills.
- Empathy and understanding that patients of NNUH are often facing challenges.

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