

Volunteer Role Profile

Volunteer Role	Administrative Transporter Volunteer
Volunteer Manager	Volunteering
Where you will be based	Hospital

Why we want you

The main purpose of this role is to aid clinical staff and other hospital teams with transporting patient notes/records including blood samples (no training is needed as everything is in sealed bags or containers), from one location to another within Torbay Hospital. The facilities helpdesk will take requests from all wards/departments and allocate these jobs using the dedicated telephone line to communicate requests and allocate on these to administrative transporting volunteers. Volunteers, who transport patient information around the hospital have a responsibility for their safe custody especially whilst in transit. Staff who request this service are aware that the information should be transported in a security sealed bag or in a sealed envelope with the destination marked clearly on the front.

What you will be doing

- Report to a named member of staff on arrival to report attendance and receive instruction
- Facilities helpdesk will communicate with transporting volunteers to allocate requests to the volunteers via the dedicated phone line
- Volunteers can call the helpdesk to get the next job when they are available
- To transport notes and patient information in a responsible and timely way to their agreed location
- Helping to take samples and bloods to the Laboratory

The skills you need

- A degree of personal fitness is needed to undertake this active role (trolleys will be provided)
- The pressures on the wards mean that staff are very busy. Therefore, you need to be proactive and assertive to receive support and direction from staff
- Good interpersonal and communication skills
- Confidentiality is essential and we ask volunteers who are part of the team to be discreet and reliable
- Non-judgemental as you will be working in an environment with people who are unwell

What's in it for you

- Meet new people
- Be part of an amazing team
- Gain new skills or use existing ones
- Full training for each role and also further opportunities to develop your skills, knowledge and experience

Disclaimer

Following your successful application, you will be invited to an interview and you may be asked some questions in relation to our current Infection, Prevention & Control guidance - this may impact on which roles we can place you in. Most roles are subject to a DBS check and two satisfactory references being provided.