

---

# Children's Speech and Language Therapy Volunteer

## Volunteer role description

Wirral Community Health and Care NHS Foundation Trust values each and every one of our volunteers and the varying skills, experience and personality that each of you bring to our organisation.

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, extending a warm welcome to families attending clinics and supporting the services to gather feedback from children, young people and their families.

## Department / organisation

The Paediatric Speech and Language Therapy service is a large dynamic frontline service within Wirral Community Health and Care NHS Foundation Trust.

Our Children's Speech and Language Therapy Service is a specialist service supporting children and young people aged 0-19 with speech, language and communication needs. Support is also given to children and young people with eating and drinking disorders.

Young people aged 19-25 are also supported with education, health and care plans.

We provide specialist assessment and support to children and young people through an agreed care plan.

The service operates Monday to Friday 9am – 5pm at present across several Wirral sites, including clinics, schools, special schools, nurseries, children's centres, and families' homes.

## Location

- Base - Highfield, Victoria Central Health Centre, Wallasey, CH44 5UF
- Please note may be required to travel to other bases such as St. Catherine's, Birkenhead

## Location

Monday to Friday AM or PM session 9.00am to 12.30pm or 1.00pm to 4.30pm.

**Please indicate on your form the session/s you are able to attend. Volunteers are able to do one or two three or four hour sessions per week.**

## Main tasks

- To help in organising therapy resources/materials and setting up an easy to access resource library
  - To photocopy resources as needed
  - To laminate resources as required
  - To scan documents on to the computer shared drive for easy accessing for printing to a photocopier
  - To meet and greet parents/carers at trust venues when therapists are running parent/carers groups.
  - To support trust clinic locations and encourage carers/clients to complete questionnaire/feedback forms
  - Gather regular and accurate feedback from service users about their experiences to highlight areas for service improvement
-

- Support service users in completing patient experience forms
- Support practitioners during contacts to interact with children to allow practitioners to communicate effectively with parents.
- Support the setting up of clinics

**(No visits or contacts will be undertaken without support from a trained practitioner)**

## Requirements

- Friendly, compassionate and enthusiastic about supporting our children, young people and families as well as the staff within our services
- Organised and reliable
- Good use of verbal and written English
- Good communication and interpersonal skills
- The ability to remain calm in a sometimes stressful and busy environment
- The ability to work independently and as part of a team
- A flexible approach and attitude
- Responsible, mature and honest
- A sympathetic and non-judgemental nature
- A good understanding of confidentiality
- Willing to treat all service users, relatives, visitors and staff with consideration dignity, and respect
- To agree to regular support and supervision to undertake required training

## Closing date and application information

Closing date: [see website](#)

If you want to apply, download the application form and then either:

- 1) complete it electronically, then email it to [wchc.membership@nhs.net](mailto:wchc.membership@nhs.net)
- 2) print it off and post it 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

- 3) To request a paper copy of the application call; Linda Hamilton 0151 514 6342 ex; 1172 complete by hand and return by post.

## 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

Volunteers must attend all mandatory training and complete any identified training relevant to their role.

### **Volunteers must not:**

- Lift or move patients or heavy equipment
- Give medical advice or change a treatment plan
- Do work other than that is their role description

## About Wirral Community Health and Care NHS Foundation Trust

WCHC NHS Foundation Trust provides high quality community health and care as well as therapy services. Our dedicated staff work from dozens of clinics and community setting, as well as treating many people in their own homes.

### **Our Values:**

**Compassion** – Supportive and caring, listening to others.

**Open** – Communicating openly, honestly and sharing ideas.

**Trust** – Trusted to deliver, feeling valued and safe.

---

---