
Outpatient Physiotherapy - Musculo-skeletal (MSK) and pelvic health department

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 support our teams across our MSK and pelvic health teams, supporting with a range of activities which will give extra help and comfort to our patients ensuring they receive a positive experience and actively supports our workforce.

Musculo-skeletal (MSK) and pelvic health department

The MSK and pelvic health department provides high quality, integrated care for the local adult population, supporting them with their reablement and self-care and encouraging them to reach their optimum level of independence. We support our people affected by illness, injury and disability through movement and exercise, manual therapy, education, and advice treating service users who are 16 years old and over; diagnosing and treating MSK problems from the neck, back and feet alongside the pelvic health conditions such as chronic pelvic pain, and bladder incontinence.

This facility provides a new opportunity for our volunteers to actively engage with our patients and improve their experiences during their temporary stay with us.

Locations

We are open 08:00-20:00 Monday to Friday, are services are based at St Catherine's Health Centre and Victoria Central Hospital

Days / hours a volunteer may do one or two three or four hour sessions per week: morning afternoon, or selected evenings.

These sessions can be from 09:00-12:30 **or** 13:00-16:30 **or** 16:30-18:30

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

Main tasks

- Help with the maintenance of the gym by cleaning the gym equipment, wiping foam mats, and keeping the gym generally tidy
 - Support with any gym classes working alongside the Physiotherapist
 - Support our assistants with basic housekeeping tasks such as putting out leaflets, photocopying, leaflet ordering, ensure each cubicle has the correct equipment in place
 - Assisting office staff and therapists with administrative tasks such as photocopying, filing or filling envelopes
 - Meet and greet at reception directing patients to the correct treatment area
 - To network with community groups for local information and pull together a monthly information sheet about the availability of local/community services, and offer to service users at their request
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Requirements

The role requires volunteers to be:

- Organised and reliable
- Friendly and approachable
- Good listening skills
- Good use of verbal and written English
- Good communication and interpersonal skills
- 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 with consideration dignity, and respect
- To agree to regular support and supervision and complete mandatory training as required

Closing date and application information

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

wchc.membership@nhs.net

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

Contact on 0151 514 6342

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, ward orientation, local safety procedures, local escalation processes, including point of contact on the unit.

Point of contact TBC

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

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.
