
Your Experience Feedback 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 to support the trust to better understand the experiences of people accessing the services by gaining feedback from service users.

Wirral Community NHS Health and Care Foundation Trust

Wirral Community Trust services support people from birth through to the end of life and offer a variety of planned and urgent care services including Walk in Centres, Community Nursing, Community Cardiology, Dietetics, Speech and Language Therapy, Physiotherapy, Health Visiting and School Nursing.

We use feedback from service users and their carers/families to continually improve our services and celebrate what is working well. Whilst we have a variety of mechanisms for gaining these insights, we recognise that we could further increase the level of feedback we get and believe that volunteers can support this vision.

We are looking for a friendly volunteer who is open to speaking to and listening to service users and their families to hear about their experiences of our services. We want people who access our services to feel that their views are listened to and taken forward to bring about continual improvements. We also want to encourage a culture where positive experiences are celebrated and used as a springboard for further improvements.

Locations

Trust services operate 7 days a week and times vary depending on the service. The majority of services operate Monday – Friday 8.30-5pm.

There are a range of venues across the Wirral with the main footfall being at St Catherine's Health Centre and Victoria Central Health Centre.

Volunteers would typically provide support for 1 or 2 sessions of three or four hours a week.

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

Main tasks

- Encourage people to leave feedback about their experience after their appointment.
 - Attending services to speak to service users after their appointment to ask them some questions and listen to their experiences.
 - Make phone calls to service users who have accessed our services to ask them some questions and listen to their experiences.
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- Share feedback gained with appropriate leads so this can be taken forward to either celebrate what is working well or drive improvements.
- Signpost people to alternative ways to leave feedback such as through the Trust website.

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, visitors and staff 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

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

Point of contact to be confirmed at introductory meeting.

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.
