**0-19 Health and Wellbeing Service**

**Volunteer role description**

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 include providing basic paper based/other administration and extending a warm welcome to families attending the clinics.

**Department / organisation**

Wirral Community Health and Care NHS Foundation Trust’s 0-19 Service are specialists in child health and development who work at community, family and individual level to promote and improve health and wellbeing of pre-school children and their families.

We work with parents to build on strengths and develop parenting confidence, as well as provide a range of information support and advice to ensure that families are fully supported in giving their children the best possible start in life. Working alongside multiple agencies in relation to the positive health and wellbeing of children throughout their school years, as they progress to adulthood.

**Location**

Volunteer opportunities are available at:

* Eastham Clinic – Eastham Rake, CH62 9AN
* Victoria Central Health Centre, Wallasey, CH44 5UF
* Greasby Clinic, CH49 3AT
* St Catherine’s Health Centre, CH42 0LQ
* Prenton Clinic, Prenton, CH43 OTF
* Also, a variety of areas throughout Cheshire East, Knowsley and St Helens (please ask)

Days / hours (a volunteer may do up to two four-hour sessions per week).

Morning or afternoon sessions available Monday to Friday.

Sessions are 9.00am to 1.00pm or 1.00pm to 5.00pm.

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

**Main tasks**

* To compile information packs
* Support events (where appropriate)
* To answer phones, take messages (in-house training provided)
* Research information as required (limited computer usage for this purpose only)
* Prepare health promotion displays.
* Provide a meet and greet service.
* Photocopying/scanning
* Help set up and clear away at each clinic session.

**Requirements**

* To have good interpersonal/interaction skills
* Work alongside other volunteers and staff
* To attend all agreed sessions on a regular basis
* To agree to regular support and supervision
* To comply with all guidelines around patient, staff and trust confidentiality

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

**Point of contact**

To be confirmed.

**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.

