

## Example Job Description/ Person Specification Template

## JOB DESCRIPTION

## JOB DETAILS

<b>Job Title</b>	NHS Talking Therapies Volunteer
<b>A4C Band</b>	Volunteer
<b>Hours of Work</b>	To be agreed with the Team Manager of the chosen service area Minimum commitment of 2 hours per week
<b>Directorate</b>	North Lincs
<b>Location</b>	Required to work at any variety of locations. The Volunteer will be allocated to either the Doncaster, Rotherham or North Lincs service, with the base for this role at the time of advertising being either: NHS Doncaster Talking Therapies: Cantley Health Centre, Middleham Road, Cantley, DN4 6ED. NHS North Lincs Talking Therapies: Talking Shop, 19 Market Hill, Scunthorpe, DN15 6SS. NHS Rotherham Talking Therapies: Centenary Clinic, Kenneth St, Rotherham S65 1BL.
<b>Accountable to</b>	Team Manager
<b>Key Relationships</b>	Team Manager, Communication and Engagement Officers.

## 1. JOB SUMMARY

We currently have exciting opportunities for 3 Volunteers to join the RDASH NHS Talking Therapies services, with a volunteer being based either within the NHS Doncaster, NHS North Lincs and NHS Rotherham Talking Therapies Teams (one volunteer per service).

RDASH NHS Talking Therapies services provide a wide range of evidence-based psychological interventions treatment for adults experiencing common mental health problems within health centres and community venues.

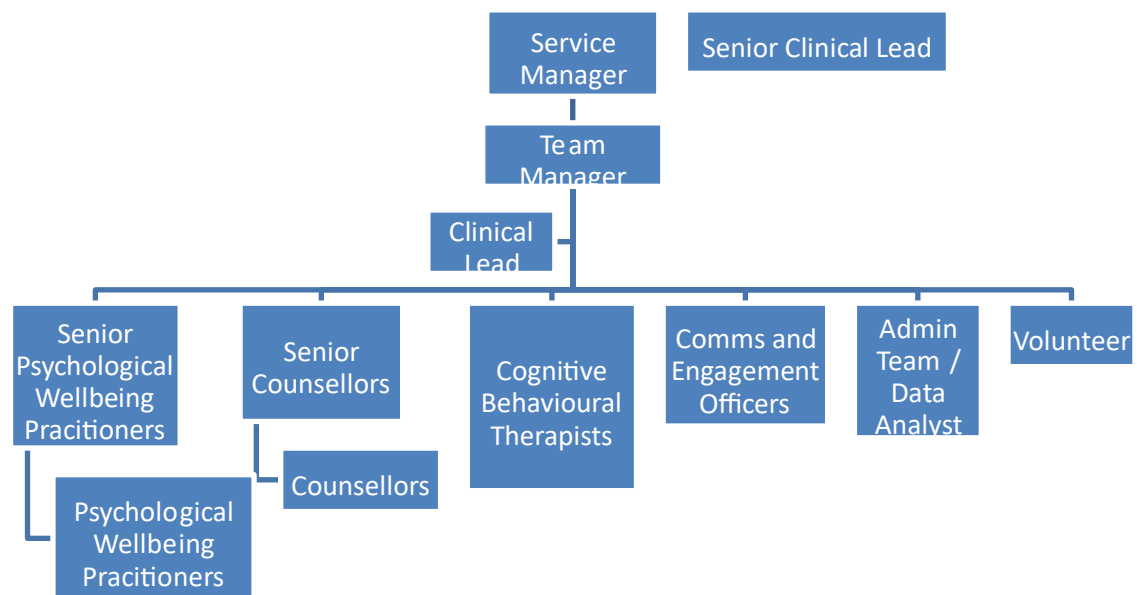
The purpose of this role is to act as an ambassador for the service by supporting staff with group activities, assisting with service promotional activities, and accompanying staff to events to promote the fulfilling work they do. As Talking Therapies is a very people focused environment, you will be interacting and engaging with a variety of individuals whilst complimenting the positive contribution the staff are making.

For more information about these posts or about getting involved in Volunteering in Rdash please contact [rdash.volunteers@nhs.net](mailto:rdash.volunteers@nhs.net)

## 2. SCOPE AND RANGE

- Help people to access the service through supporting the service with marketing and promotional activities.
- Replenish and distribute leaflets and information when required.
- Attending engagement/ fundraising / promotional events within the community (i.e. colleges, shopping centres, fairs).
- Assist in covering the engagement/ fundraising / promotional stall at events and aid with setting up and taking down equipment.
- Support Staff with group activities.

## 3. ORGANISATIONAL STRUCTURE/ KEY WORKING RELATIONSHIPS



## • **MAIN DUTIES AND RESPONSIBILITIES**

The volunteer will support the service through:

- To be an ambassador for the Trust and the services we provide
- Supporting the Talking Therapies team to ensure a people focused service.
- Help people to access the service. This includes helping the service through marketing and promotional activities and assisting with reception duties.
- Working with a multi – disciplinary team.
- Supporting Staff with activity and discussion groups.
- Ensure a welcoming atmosphere for all.
- Replenish and distribute leaflets and information when required.
- Set up equipment in the group setting.
- Support the distribution of refreshments / beverages to patients and service users including giving out drinks, refilling water jugs.
- Take part in a variety of activities which may include attending Engagement/ fundraising / promotional events including within the community (i.e. colleges, shopping centres, fairs).
- Assist in covering the Engagement/ fundraising / promotional stall at events and aid with setting up and taking down equipment

The volunteer will not provide:

- Supervision or management of other volunteers
- Any clinical care, guidance or tasks
- Unsupervised contact with Service users

## **JOB STATEMENT:**

### **Infection Control**

Maintain an up-to-date awareness of the infection control precautions relevant to your area of work and implement these in practice.

### **Learning and Development**

As an employee of the Trust, you have a responsibility to participate, promote and support others in undertaking learning and development activities. This includes a proactive approach to ensuring you meet the statutory/mandatory training requirements of your role, and engaging in the PDR processes in line with Trust policy and guidance.

### **Health and Safety**

As an employee of the trust you have a responsibility to abide by the safety practices and codes authorised by the trust. You have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.

## Dignity at Work Statement

We are committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Bullying and Harassment Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

## Safeguarding Children and Vulnerable Adults

All Trust employees are required to act in such a way that at all times safeguards (and promotes) the health and wellbeing of children and vulnerable adults. Familiarisation with and adherence to Trust safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

### PERSON SPECIFICATION

		Essential	Desirable	Assessment
<b>Qualifications</b>	<input type="checkbox"/> None required			A/I
<b>Experience</b>	<input type="checkbox"/> Lived experience of a common mental health condition		✓	A/I
<b>Knowledge</b>		✓		A/I

	<ul style="list-style-type: none"> <li>□ Have a keen interest and knowledge of a common mental health condition.</li> </ul>			
<b>Skills/ Abilities</b>	<ul style="list-style-type: none"> <li>• Good listening skills with a warm, friendly and professional approach</li> <li>• Ability to communicate with a range of people with diverse needs</li> <li>• To be punctual and reliable</li> <li>• To adhere to strict patient confidentiality</li> <li>• To adhere to the dress code for the area in which they volunteer. To aid recognition by staff, patients, service users and visitors you must wear your ID badge at all times. □</li> <li>Be able to work as a member of a team.</li> <li>• To behave professionally and treat others with dignity and respect at all times and adhere to the principles of the Trusts Equality and Diversity Policy</li> </ul>	✓ ✓ ✓ ✓ ✓  ✓ ✓		A/I
<b>Values</b>	<ul style="list-style-type: none"> <li>• Passionate</li> <li>• Reliable</li> <li>• Caring and Safe</li> <li>• Empowering and Supportive of Staff</li> <li>• Open, transparent and values</li> <li>• Progressive</li> </ul>	✓ ✓ ✓ ✓ ✓ ✓ ✓		           
<b>Additional Requirements</b>	Ability to work flexibly and ability to travel	✓		A/I

This job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of duties but gives a general indication of the work undertaken which may vary in detail in light of changing demands and priorities.

**This job description is subject to review and amendment, in consultation with the post holder, to meet service and organisational requirements.**