



The Friends of St Cross

We support The Hospital of St Cross, Rugby
and the local community and mental health services



Role Description: Books Service Volunteer

Responsible to: Books Service Co-Ordinator

Accountable to: Board of Trustees

Role Outline

To provide outstanding and friendly personal customer service to all patients and staff at St Cross Hospital. This is achieved by ensuring all bookshelves around the hospital are well stocked and attractive.

The money we raise from this service will support new facilities at the hospital.

(A full list of the facilities we have bought or supported can be found on the news section of our website, www.fsx.org.uk)

Desired Skills/Experience required

- Good communication and interpersonal skills and confident with strangers
- Ability to work with others as well as independently
- Helpful and approachable, being calm and friendly and attentive to others needs.
- Ability to follow role guidelines and work within them
- Experience in handling money and willing to learn how to accept credit card payment
- As this role entails a considerable amount of movement around the hospital, people would have to be reasonably fit and able to push a supermarket trolley between the book shelf locations, this does include going outside for a short distance.

Time Commitment

The Books Service shifts are usually twice a week and can be mornings or afternoons to suit the volunteer's commitments. This service can be carried out alone or with another person and is flexible.

Shifts are available for these times and usually last an hour

We would prefer volunteers to make a minimum commitment to the role of 6 months

Always ensure you are aware of your shift time and arrive in good time. If you are unable to attend, secure a replacement from the stand-by list. If this is not possible, inform the Ward Trolley Service Co-ordinator as soon as possible and please advise the Co-ordinator of any planned long-term absences

Location



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The bookshelves are located in Outpatients, Blood taking and Poplar Place. The Book Store is in the Octopus Centre.

General Volunteer Responsibilities:

- All volunteers will be required to attend mandatory training sessions together with an induction programme and role specific training and comply with this training. We will provide on-going updates and information at regular intervals whilst you are volunteering with us.
You will also receive a copy of the Volunteers Handbook, which contains a summary of the UHCW Policies and Procedures.
- Volunteers will be encouraged to inform the Books Co-ordinator of any issues as they arise.
- Volunteers must certify that there has been no change, or advise of any change there has been, to their DBS or health status on an annual basis.
- You must ALWAYS wear an identity badge and uniform.
- Volunteers must conform to all Trust policies and procedures that they are made aware of.
- Report any accident or issues arising on duty to a member of hospital staff.
- Be accountable for upholding the values of Friends of St Cross and be responsible for your own attitude and behaviour.
- Respect patient confidentiality at all times.

Key Tasks

- To provide a warm welcome to all customers who view the books
- To keep the book shelves around the hospital tidy and add books when required
- Check and replenish stock as the book shelves need to be kept full to maximise income
- Keeping bookstore tidy.
- Ensure that only books are displayed as guidelines stipulate.

Safeguarding

The Trust is committed to ensuring the safeguarding of vulnerable individuals in its care. All Staff/Volunteers have a responsibility to be vigilant and raise concerns immediately

Diversity

Everyone should be treated with respect at all times. All workers have a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy.



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