



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



Role Description: Holding Hands in Theatre Service Co-ordinator

Role Outline

To be involved in the organisation and efficient running of the Holding Hands in Theatre Service, meeting new volunteers, gaining feedback from existing volunteers and helping to organise and distribute rotas and essential information to the team of volunteers.

We would like a minimum commitment of 12 months. This can vary depending on the level of new starters

This role is flexible. The Coordinator will need to be contactable to resolve any shift problems and other queries and occasionally undertake shifts if there is no other cover. We don't expect you to be on hand daily, but you may need to respond to messages within a few hours of receiving them. It would also be helpful if you could identify a person on your team to act as your deputy should the need arise.

There is a 2-hour Board meeting on the 2nd Monday of the month which you may be asked to attend if available.

Team Shifts and Numbers

No fixed rota at present

Location Wherever required in the hospital

Why we need you...

The coordinator is the link between the volunteer and the Charity trustees, and all of the volunteers on the Befriending Team so it's a vital role in our communication with each other and enabling the Befrienders to operate efficiently. A report is usually required once a year to the trustees to update how the Team is performing.

The Service Co-ordinator should maintain contact at agreed intervals with any member of his or her team throughout any pro-longed period of absence due to illness or for family reasons

What is the impact of this role?

To ensure that the whole team are providing effective companionship to patients on the ward - helping them feel less isolated and part of an enjoyable social relationship.

Purpose of the role

- To be a Co-ordinator and support the recruitment and induction of new volunteers
- To be involved in the organisation of the Holding Hands in Theatre Service.



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- To oversee the Befrienders, meeting new volunteers, gaining feedback from existing volunteers and distributing rotas and essential information to the team of volunteers
- To deal with queries from volunteers and swiftly sort out any problems
- Report any issues to the Board of Trustees
- To attend a biannual meeting of the Volunteers Working Group which includes Co-ordinators from all the other Volunteer services
- Work with others as part of a team

Have you got what it takes? Are you able to:

- Be helpful, patient, calm and friendly
- Manage difficult situations that might arise between volunteers or because of the rota
- Be a good organiser of your own time so that the role isn't too demanding
- Be flexible and willing to improve the service at all times.
- Refer to and work within guidelines
- Keep up to date with any changes that the volunteers might need to know about

What's in it for you?

- You are key to the success of the Befriending Team whenever the service is required within the hospital
- You'll learn about the hospital and how it works
- You'll meet new people and get to know the work of the Friends of St Cross

Learning and development

To ensure you have the skills and knowledge required for this role, you will need to complete around 5 hours of induction, training and development within the first 4 weeks. At the induction you will receive a copy of the Volunteers Handbook which contains a summary of UHCW Policies and procedures.

Diversity

Everyone has the opportunity to be treated with dignity and respect at work and has a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy

Safeguarding

The Trust is committed to ensuring the safeguarding of vulnerable adults/children in our care. All employees/volunteers are required to be familiar with their responsibilities in this area and to raise any concerns as appropriate

What can you expect from us?

You will be fully supported by the Board of Trustees and other service co-ordinators