



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



Role Description: Ward Trolley Service Co-ordinator

Role Outline

To oversee and co-ordinate the team responsible for manning the Ward Trolley Service

We would like a minimum commitment of 12 months.

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 member of your team to act as your Deputy should the need arise.

Team Shifts and Numbers

5 x shifts per week with 2 volunteers per shift

Location

The Ward Trolley will be positioned in the Tea Bar or other designated area within the hospital.

Why we need you...

Friends of St Cross run a range of voluntary services to help hospital users from the Help Desk in the out-patients department to our 'end of life' support at hospital bedsides

A list of the facilities we have bought or supported can be found on our webpages www.fsx.org.uk

The co-ordinator is the link between the Charity's trustees and all of the volunteers in the WTS so it's a vital role in our communication with each other and enabling the trustees to make informed strategic decisions about the Charity and its work.

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?

You will co-ordinate the Ward Trolley Service volunteers to ensure that it is fully staffed each day for the ward rounds, Monday to Friday and be available to volunteers who might have queries or need assistance. Your role is key to the success of the Ward Trolley Service being staffed and running smoothly on a daily basis.

Purpose of the role



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- Support the recruitment and induction of new WTS volunteers
- Produce a rota, standby list and contact details for the volunteers on this service.
- Manage the rota for volunteers to ensure the trolley service takes place daily.
- All volunteers to have the latest rota and standby lists. The standby list should be self-supporting.
- Be calm, cheerful and kind when dealing with queries from volunteers
- Encourage volunteers to contact you with any issues or suggestions
- Swiftly deal with any problems that might occur for volunteers
- Occasionally staff the trolley service when necessary
- Talk regularly to all volunteers to ensure the smooth running of the trolley service.
- Make sure there is a good system for the ordering of stock and that supplies are regularly replenished.
- Monitor volunteers to ensure that the service they offer is the best it can be
- Report any issues to the Board of Trustees
- Attend a biannual meeting of the Volunteers Working Group which includes Co-Ordinators from all the other Volunteer services.
- Should a volunteer be unhappy with this role we have 2 similar roles they may be interested in. i.e. Befriending and Mealtime Assistant.

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

- Communicate and listen effectively.
- Be helpful, patient, calm and friendly
- Manage difficult situations that might arise from volunteers or because of the rota
- Be a good organiser of your own time so that the role isn't too demanding
- A flexibility and willingness to improve this service at all times.

What's in it for you?

- You are key to the success of the Ward Trolley Service raising much needed funds, providing snacks, drinks and toiletries to hospital patients and staff.
- 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.

What can you expect from us?

You will be fully supported by the Board of trustees and other service coordinators.