



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 Volunteer

Responsible to: Ward Trolley 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 taking a trolley around each ward where purchases of newspapers, sweets, drinks and sundry toiletries can be made. The money we raise from this service will support new facilities at the hospital. This is a key role as the money raised 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 payments
- Physically fit to walk and push a trolley for the duration of the shift
- A flexible approach and a willingness to get involved as required

Time Commitment

The Ward Trolley Service is provided on Mondays to Fridays only with a start time between 9.30-9.45, to allow time to stock the trolley etc. The start time is by mutual agreement between the two volunteers.

The prescribed ward round will take approximately 2 hours.

Shifts are available for these times. We would prefer volunteers to commit to at least one shift per week or fortnight, with 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



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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
- Volunteers will be encouraged to respond to a “First Impressions” Survey and to inform the Tea Bar Co-ordinator of any issues as they arise
- Always sign in and out of your shift for Health and Safety requirements and to ensure attendance records are accurate
- 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 around each ward by manning a trolley from where purchases of newspapers, sweets, drinks and sundry toiletries can be made.
- To process cash and card payments via a cash system in line with the cash accounting procedure
- Check and replenish stock at the beginning of each shift ensuring sell by dates on goods are appropriate
- Refer customers to the Allergen file should queries arise with ingredients



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Operational Procedure

- Ensure that your hands are washed/always kept clean (especially after handling money) long hair is tied back, and that you adhere to the “bare below the elbows” policy at all times
- Sign in for your shift at the Outpatients Help Desk and **ALWAYS** sign out at the same location.
- Collect newspapers from the designated place.
- Collect the Tea Bar keys at the office behind the Outpatient Reception Desk. NB: Even if the tea bar is already open you **MUST** sign in and **ALWAYS** sign out handing back the keys to the same location.
- Collect trolley situated in the Tea Bar or designated place, stock the trolley daily with items for sale including cold drinks from the fridge.
- Remove the petty cash tin from the stock cupboard and count the float which should **always** be a good mix of change to the value of £35. Any takings from the shift go into the tin (except donations which go into the donation collecting tin)
- Collect the Card Payment Machine from the Tea Bar.
- Take pre- printed list for recording sales.
- At the end of your shift change to the value of £35 **must** then be left in the tin with any takings counted and recorded in the cash book in the tin. The cash takings are then placed in the takings envelope which should be sealed and signed by the volunteers on shift with the amount written clearly on the front and secured in the top of the cash safe at the back of the stock cupboard.
- Empty cardboard boxes to be placed in bin in the room at the end of corridor directly opposite the tea bar (the key is in the Dirty utility room along the corridor on the right and the key should be left hanging up on the right-hand site on a big yellow tab)
- Return unsold newspapers to the designated place.
- Return Tea Bar key to the office and sign out.

NB : All ordering of goods and supplies is carried out by the Trolley Service Stock Manager only.

Please report any concerns to the Trolley Service Co-Ordinator or a Trustee