

Chemotherapy Day Unit Volunteer

Role Description



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Purpose of the role:

To assist staff in the unit to provide a comfortable and welcoming environment for patients coming in to receive chemotherapy

Skills/experience required:

- A friendly and approachable manner
- Good communication skills
- Good attention to detail
- Be open to following instructions and guidance from Trust staff
- Willingness to attend all necessary training
- Knowledge of Data Protection would be an advantage
- Committed to upholding patient confidentiality
- Respectful and sensitive to the needs of others

Locations:

Charing Cross Hospital, W6 8RF
Hammersmith Hospital, W12 0HS

Key tasks:

- Offering patients and their friends or family refreshments, such as tea, juice, fruit, biscuits and sandwiches, where appropriate
- Talking to patients or offering companionship
- Collecting patient experience surveys and feedback, using the Friends and Family form
- Helping to stock equipment and where appropriate IV fluids from the store cupboard
- Cleaning down chairs and pumps after use, in between patients (Charing Cross)
- Helping patients to find other clinics or the pharmacy
- Collecting chemotherapy from the pharmacy with the transport trolley (optional, additional training will be provided)

Time commitment:

Ideally we are looking for individuals who can volunteer one or two sessions a week or fortnight on a Monday, Tuesday or Friday morning at Charing Cross and between 10am and 4pm Monday, Wednesday, Thursday or Friday at Hammersmith Hospital, for a 6 month commitment initially. We can be flexible with times.

Main contact and NHS Supervisors
Clare Tynan, Unit Manager, Charing Cross
Cleofe Lagmay, Senior Sister,
Hammersmith

Apply online at: www.imperialcharity.org.uk/volunteering
Deadline for applications: Monday 26th February 2018

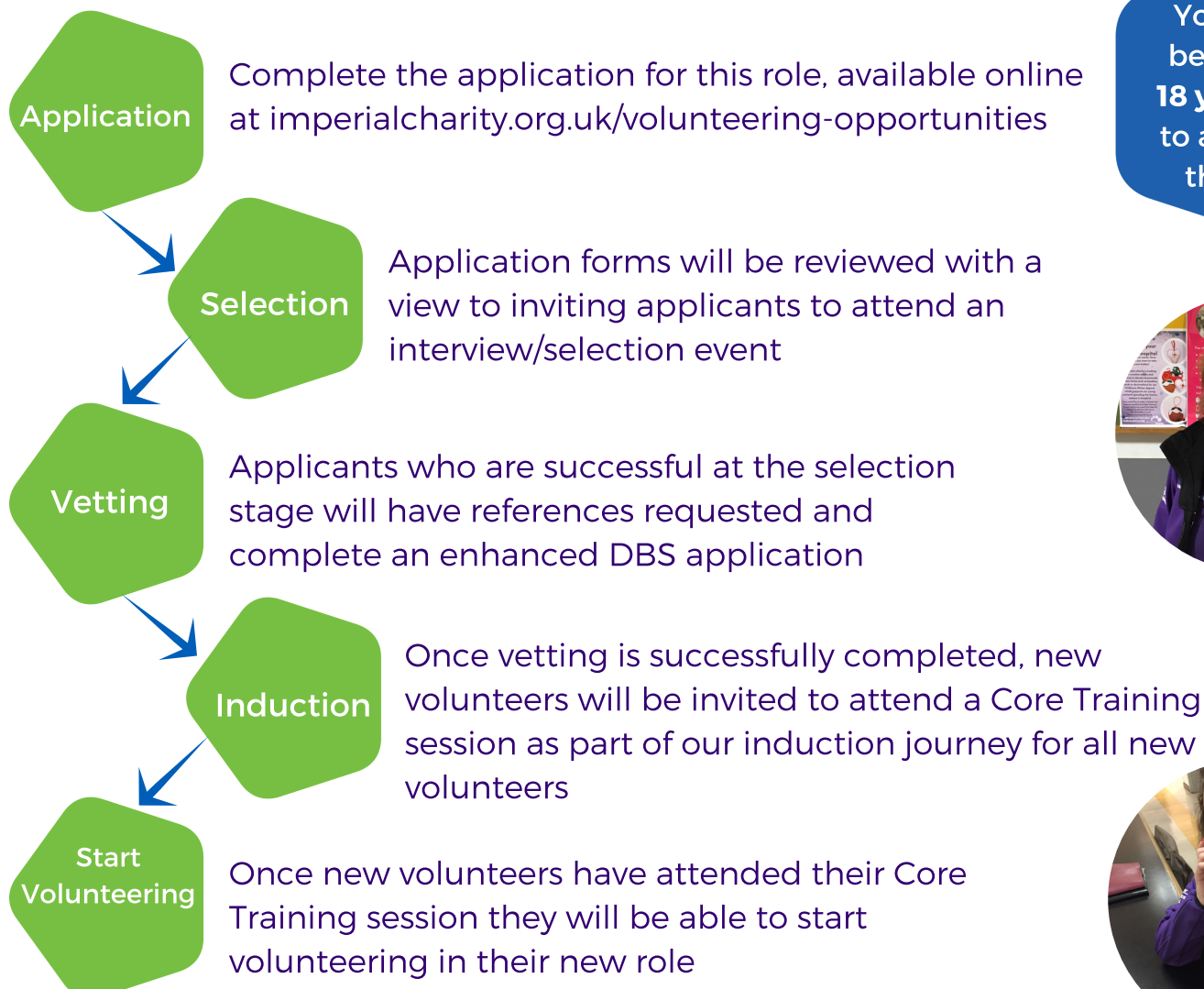
About the Chemotherapy Day Unit, 6 East, Charing Cross Hospital and Constance Wood Chemotherapy Day Unit, Hammersmith Hospital:

Our chemotherapy service provides chemotherapy treatment to cancer patients. Chemotherapy is the use of drugs to treat cancer and is most commonly given intravenously (injected directly into a vein) or in tablet form.

Our chemotherapy services have recently been CHKS accredited which means a 'kite mark for quality'. CHKS is an independent external assessment of our services to ensure we meet the highest possible safety and quality standards and recognises our commitment to quality and safety in all that we do.

The unit is open Monday to Friday, from 09.00 until 18.00 at Charing Cross and 08.00 to 18.00 at Hammersmith Hospital. Both Units have 20 treatment spaces and regularly see over 50 patients per day at each Hospital.

The Volunteer Appointment Journey For This Role



You must be at least **18 years old** to apply for this role



Our expectations for volunteers



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What you can expect from Imperial Health Charity as a volunteer:

- A staff member main contact who will manage your tasks, answer your questions and provide help when you need it
- Regular contact and support from staff within the Volunteering Department
- An official volunteer uniform and/or name badge (depending on your role) to wear whilst volunteering
- Induction and ongoing role-specific guidance, support and training
- Training and insurance cover to ensure you have a quality, safe and happy experience volunteering with us
- An opportunity to feed back about your experience volunteering with us
- Recognition for your contribution as a volunteer
- Expenses where eligible, in accordance with our volunteer expenses policy

What we expect from our volunteers:

- Support Imperial Health Charity, our hospitals and our partners in our work and carry out your volunteer role to the best of your ability in line with our policies, instructions and training
- Complete a volunteer induction session and any other training and updates you might need.
- Successfully complete required vetting checks (including DBS disclosure where required)
- Contribute to and share in the success of the team you are based in and the wider team of volunteers across the Trust
- Provide excellent customer service and strive to ensure that every patient or visitor has the best possible experience with us
- Recognise the importance of our patients, donors and NHS staff in supporting the work of the charity
- Wear your volunteer uniform and/or identification (depending on your role) whilst volunteering and ensure you are presentable at all times, following any location-specific dress code as required
- For health and safety reasons sign in and out each time you volunteer according to the routine for your location
- Support our policies, procedures and standards as outlined in our volunteer agreement
- Ensure all activities you undertake as a volunteer for us achieve the charitable aims and objectives and do not risk bringing the charity or hospital into disrepute
- At all times be positive, accountable and accept constructive feedback
- Meet time commitments and standards agreed, and give reasonable notice when unavailable, so other arrangements can be made

What we offer for volunteering with us:

- A full day's core induction training to equip you for the hospital environment
- Training specifically for this role to help you interact with patients and staff
- A volunteer uniform and identification
- Recognition for your time spent volunteering through our length of service awards and thank you events
- Out of pocket expenses for travel and refreshments
- Regular communications including a quarterly printed Volunteering Newsletter

Next Steps

- 1. Apply online using the application form at:
www.imperialcharity.org.uk/volunteering by Monday 26th February 2018**
- 2. Save the date for the selection and interview event: Tuesday 6th March 2018, Charing Cross and Thursday 8th March 2018, Hammersmith Hospital**
- 3. Sit back and relax, you will hear back from us within a few days of the deadline**



volunteering@imperialcharity.org.uk



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www.imperialcharity.org.uk/volunteering



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