

Library Service Volunteer

Role Description



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Purpose of the role:

To run the mobile library trolley service on pre-approved wards, offering reading materials to patients. To provide a source of entertainment and activity for patients who may not have been able to prepare for a hospital stay. To be a welcoming, supportive and friendly point of contact for patients

Skills/experience required:

- A friendly, positive and approachable manner
- Interest in books and reading
- Ability to be empathetic and patient
- Ability to work well within a diverse team
- Ability to follow instructions and be flexible
- Ability to act on own initiative within set boundaries
- Excellent communication and interpersonal skills
- Ability to volunteer on your feet for several hours at a time, and push a Library Trolley around different wards

Key tasks:

- Take the mobile library service around the hospital site to a number of in-patient wards
- Help patients feel comfortable and at ease
- Chat to patients about their taste in books, and offer appropriate reading material and support
- Familiarise yourself with the book stock to best advise patients
- Use a clicker to count and record the number of patients you chat to on shift
- Pass on any feedback from patients about care to Clinical staff and to the Patient Advice Liaison Service as appropriate
- Promote the mobile library service, including donating books and the wider work of Imperial Health Charity
- Clean the library trolley before and after every shift and wipe down each book before giving to patients
- Maintain the hygiene and quality of books and remove any soiled or damaged books

Locations roles are available:

Charing Cross Hospital, W6 8RF
St Mary's Hospital, W2 1NY

Time commitment:

Ideally we are looking for individuals who can volunteer for two hours weekly on a weekday or weekend. We ask volunteers to commit to a minimum of six months with us initially.

Apply online at: www.imperialcharity.org.uk/volunteering
Send your application to volunteering@imperialcharity.org.uk

About the Library Service:



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This role provides an additional level of support and entertainment to patients staying on our wards. Volunteers will manage the Library Trolley and visit multiple wards in one shift, giving patients an opportunity to have someone to talk to, and something to read after the volunteer has left. This role will be supported by our Patient Experience, and Patient Advice Liaison Service teams.

The Volunteer Appointment Journey 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
- A full day core training session and ongoing role-specific guidance, and support throughout the Induction journey
- Training and insurance cover to ensure you have a 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
- Regular communications including a quarterly printed Volunteering Newsletter

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 your volunteer induction journey within your first three months in the role
- 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 identification badge and uniform (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 the Trust 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 training to equip you for the hospital environment
- 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. Complete the volunteer application for this role and return it to us via email to: volunteering@imperialcharity.org.uk**
- 2. We will arrange to meet with you for an informal interview to find out more about you and your motivations for wanting to volunteer.**
- 3. We will then take you through our vetting process, which for this role includes requesting references and an enhanced DBS disclosure.**
- 4. Once we have successfully completed the vetting process we will arrange your Core Training day to equip you for your role so you can get started.**



volunteering@imperialcharity.org.uk



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