

Health and Wellbeing Volunteer

Could you support the health and wellbeing of our incredible NHS people when it really matters?

Often, working in our busy mental health, community and social care services means the pressure is on, including during this winter, leading to increased anxiety for our staff. They may become too busy to make time for themselves and consequently unaware of the valuable support we have to offer for their own health and wellbeing. Sadly, this means some people may experience reduced morale, increased sickness and absence and impact on their decision to remain part of the Trust team with a knock on effect on the quality of our patient care.

As a Health and Wellbeing volunteer you will be part of an inspired, connected and mobilised network of people offering practical support to our staff. This includes support running of wellbeing hub/stations and providing general support to our people, actively promoting our Trust-wide Health and Wellbeing resources and support available and guiding them to these resources.

To be successful for the role, the following is required:

- A CV and cover letter outlining your motivation for the role
- An informal interview
- X 2 references
- Completion of a core Trust volunteer induction and pre-training on our Health and Wellbeing resources

What does the role involve?

- Creating a safe, welcoming space for staff to access
- Ensuring supplies of food, hot and cold drinks are available
- Serving refreshments to staff
- Promoting the Health and Wellbeing resources via our Exchange pages
- Arranging workplace massage bookings
- Promote fun and engagement activities such as quizzes
- Packing wellbeing bags for staff
- Spending time with staff, encouraging them to take time out for a break
- Promoting and encouraging staff to access and make use of the wellbeing resources
- Taking receipt of, organising and distributing donations from the public and local companies
- Seeking service impact feedback from staff via providing short surveys or questionnaires

This role outline is binding in honour only, and is not intended to be legally binding

- Undertaking other miscellaneous tasks as required
- Adhere to the relevant policies and procedures of the Trust, including our Covid safe practice, Infection control, Health and Safety, Safeguarding, Equality and Diversity, Data Protection and Confidentiality policies
- Opportunities to get involved in other areas of the Trust's work, including via our NHS careers

Exclusions:

Volunteers are not expected to be involved in any of the following:

- Clinical or medical treatments of any kind
- Psychological interventions
- Moving or handling of patients
- Dealing with complaints
- Personal care activities including toileting and bathing
- Escorting patients off hospital premises

Where volunteers have additional qualifications or experience such as counselling, spiritual support, Mental Health First Aid etc the use of these skills should be discussed with the Volunteer Service Manager and agreed acknowledging the boundaries of the volunteer role.

What skills and qualities do you need?

West London NHS Trust is committed to equal opportunities and welcomes applications from all sections of the community.

- Good communication skills
- Able to follow instructions
- Willingness to help and support staff
- Able to liaise with staff at all levels
- Able to demonstrate empathy and compassion
- Adaptable and willing to learn
- Calm and composed
- Punctual and reliable
- Able to work independently and as part of a team
- Comfortable working in a fast-paced environment
- Understanding of need for confidentiality
- Committed to uphold [Trust core values](#) and NHS policies
- Able to recognise when to escalate concerns
- Mental Health First Aid (desirable)
- Able to travel to a designated West London NHS Trust sites in Ealing, Hounslow or Hammersmith
- Ideally an on-going weekly commitment of up to 3-4 hours each week over December 2021 and January 2022.

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What we can offer you

- A full induction, training or brief to your role
- On-going support and guidance from a member of staff
- The opportunity to develop your personal and professional skills
- The opportunity to get involved in other areas of The Trust's work, including NHS careers
- Provide you with a uniform
- Reimbursement of reasonable expenses
- The opportunity to contribute to our mission for providing outstanding patient care through supporting those that care for our patients.

How to apply

To apply for this role please submit your **CV and a brief covering letter** explaining your motivation, skills, experience and qualities for the role to:

Volunteers.Hub@westlondon.nhs.uk

Closing date for applications: **Monday 15th November 2021**

What will happen in our Wellbeing Zones?

Volunteers will provide a Wellbeing Zone on a number of Monday's in various reception locations across our Trust to actively promote our Health and Wellbeing Exchange pages and guide staff on how to best access information as well as give out goodies linked to national days.

They will set up a pop up stand and chairs and be available to answer questions and guide staff on how to access our wide range of resources as well as listen to feedback on what staff would like to see at the Trust to support their health and wellbeing in order to help us plan further events.

The stands will provide free bottled water and some refreshments.



Monday 13th December

Thank You Day

The volunteers will be on site to give out a range of cards that the Trust has had printed to encourage staff and managers to thank each other. They will also be sharing information about a new peer to peer recognition platform that the Trust is launching in the New Year to get their views.

We also have a number of Thank You Bears that we will be giving out, just to say a big Thank You to our amazing staff.



Monday 20th December

Hands on at Work Massage

The volunteers will be on site to give out information on the Hands on at Work Massage and will be joined by one of the massage therapists who can provide some short free massages throughout the sessions.



Monday 10th January

Houseplant Week UK 2022

January 10, 2022 - January 16, 2022

We know that nature can aid wellbeing and so during Houseplant week in January we will be setting up a wellbeing zone and handing out these cute little grow kits to staff.



Monday 17th January 2022

Brew Monday 2022

The Trust will be supporting Brew Monday that although it's a day hosted by the Samaritans which aims to encourage people to come together and the Trust will be using this day to encourage staff to just take a break.

We have ordered a number of 'Take a Break' packs as pictured for volunteers to give out.

