

Volunteer Role Description

Role Title	Service Experience Feedback Volunteer (telephone based)
Where	Rikenel (or nearest 2g base?)
When	Half a day a week
Commitment	2-3 hours per week
Accountable to	Service Experience Clinical Manager
What we do	<p>2gether NHS Foundation Trust (2gether) provides specialist mental health and learning disability services to the people of Gloucestershire and Herefordshire.</p> <p>Our priority is to deliver quality services and exceptional customer experience. Our purpose is to make life better.</p> <p>Our core values are as follows:</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div style="background-color: #1a522d; color: white; padding: 5px;">S Seeing from a service user perspective</div> <div style="background-color: #4caf50; color: white; padding: 5px;">E Excelling and improving</div> <div style="background-color: #00bcd4; color: white; padding: 5px;">R Responsive</div> <div style="background-color: #2196f3; color: white; padding: 5px;">V Valuing and respectful</div> <div style="background-color: #8e242c; color: white; padding: 5px;">I Inclusive, open and honest</div> <div style="background-color: #e67e22; color: white; padding: 5px;">C Can do</div> <div style="background-color: #f1c232; color: white; padding: 5px;">E Efficient, effective, economic and equitable</div> </div> <p>We expect our staff and volunteers share these values in order to create the best service possible.</p>
Why we want you	The Service Experience Feedback Volunteer (telephone based) is a new opportunity to provide people the chance to speak to someone about their experiences within our Trust. This is particularly important for people who may not have relatives or friends who can support them, and who may not feel able to talk to a member of staff. We hope the Service Experience Feedback Volunteer (telephone based) will be able to help by taking a little time to encourage people and their families to give feedback using feedback surveys we use within our Trust.
Role Tasks	<ul style="list-style-type: none"> To work with the Patient Advice and Liaison Service (PALS) Team at 2gether to make telephone calls to service users following outpatient appointments

	<ul style="list-style-type: none"> • Provide a clear report of feedback received and any actions taken • Escalate any serious concerns to the PALS Team / SED. • Encourage people and relatives to feel confident in speaking up about any concerns • Provide access to ways of giving feedback
Skills and attributes you will need	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Good listening skills • Approachable and friendly personality • An ability to be patient and calm even in the face of difficult situations • Curiosity and a willingness to listen and learn • The ability to behave in a professional, caring, friendly and attentive manner at all times • To respect others at all times ensuring dignity and respect • To maintain confidentiality and sensitivity to all • Ensure dignity and at all times • Previous volunteer experience (desirable but not essential) • Previous NHS experience (desirable but not essential)
Most Challenging part of the role	<ul style="list-style-type: none"> • Occasionally people or their relatives and friends may be upset, frustrated, or angry. Volunteers should be able to show initiative, be sympathetic and be able to defuse potentially difficult situations.
Training required and how often this will need to be completed	<ul style="list-style-type: none"> • Corporate Induction day one and two • Safeguarding – once only – will be completed on day 1 of Corporate Induction • Breakaway Training - annually • E learning Fire safety – every 2 years • E learning Infection Control – every 3 years • E learning Manual handling – every 2 years • E learning information governance - annually
How the Trust will support you	<p>You will be supported by the existing PALS team and Service Experience Department whilst undertaking the duties of this role.</p>