Volunteer Role Description

Role Title	**Service Feedback Administration Volunteer**
Where	**Rikenel (or nearest 2g base?)**
When	**Half a day a month**
Commitment	**3-4 hours per month**
Accountable to	**Service Experience Clinical Manager**
What we do	2gether NHS Foundation Trust (2gether) provides specialist mental health and learning disability services to the people of Gloucestershire and Herefordshire. Our priority is to deliver quality services and exceptional customer experience. Our purpose is to make life better. Our core values are as follows: We expect our staff and volunteers share these values in order to create the best service possible.
Why we want you	The Survey Administration Volunteer is a new opportunity to ensure that people who use our services have access to ways of giving feedback about their experiences. The Survey Administration Volunteer will be responsible for collating Information and Feedback Packs for various teams as they are needed. We hope the Survey Administration Volunteer's work will support staff to request feedback more quickly and simply, and will enable service users and their families to give feedback using the mechanisms in place.
Role Tasks	• To work with the Patient Advice and Liaison Service (PALS) Team at 2gether to make up the Information and Feedback Packs for various teams

Skills and attributes you will need	• Be able to work independently and methodically • To maintain confidentiality and sensitivity to all • Previous volunteer experience (desirable but not essential) • Previous NHS experience (desirable but not essential)
Most Challenging part of the role	• Repetitive work with attention to detail required.
Training required and how often this will need to be completed	• 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 Inflection Control – every 3 years • E learning Manual handling – every 2 years • E learning information governance - annually
How the Trust will support you	You will be supported by the existing PALS team and Service Experience Department whilst undertaking the duties of this role.