Role Description

ROLE | Community Physiotherapy Services Volunteer
LOCATION | Stafford and Surrounds
RESPONSIBLE TO | Physiotherapy Team Leader
ACCOUNTABLE TO | AHP Manager

Duties and Responsibilities

- To meet the users of the service and provide a welcome
- To help patients and visitors access the information that they require by directing them to the appropriate treatment area/ member of staff
- To keep information display areas stocked and tidy
- To refill stock in clinic rooms as necessary
- To encourage and assist patients and carers to access and complete the EleLite Patient Satisfaction Survey
- To assist patients to complete questionnaires eg. Outcome measures
- To assist with running errands for administrative staff
- To assist with the completion of environmental audit checks (dusting some equipment)
- To help the administrative team with photocopying and filing.
- To report any incidents of health and safety issues to administrative staff.

Requirement of the placement

- To complete volunteer safety training and induction into placement area

The volunteer will not be expected to;

- Move, lift or carry patients or heavy items
- Provide advice or guidance to patients or their carers regarding their condition or treatment
- Make amendments/ additions to patient records
- Incur out of pocket expenses

Person specification and skills required

- Over 16 years of age
- Effective communication and interpersonal skills
- Patient, friendly and approachable
- Reliable
- Basic numeracy and literacy skills
- Basic Information Technology skills
- Committed to equal opportunities and understanding of diversity in cultures
- Able to use own initiative
- Ability and willingness to comply with the volunteer agreement
- Awareness of health, safety and security and a willingness to assist in maintaining these within placement areas
- Smart in appearance
- Good time keeping

**Stafford requirements:**
Stone Rehabilitation Centre; Mon-Fri 9.00-16.00  
Rising Brook Health Centre; Mon-Fri 09.00-15.00  
Penkridge Medical Centre; Tue + Wed 10.00-15.00, Thu 09.00-16.00, Fri 09.00-12.00  
Weeping Cross Health Centre; Mon + Thu + Fri 09.00-15.00  
Beaconside Health Centre; Mon 09.00-16.00, Tue + Thu 09.00-15.00, Fri 09.00-11.00

**Cannock Requirements:**
Beecroft Clinic; Mon-Fri 9.00-16.00

**Seisdon Requirements:**
Wombourne Clinic Mon –Fri 9.00 -4.00  
Bilbrook/Codsall Clinic Mon- Wed 9.00 – 4.00  
Perton Clinic Tues – Friday 9.00 – 4.00  
Kinver Clinic Mon, Wed and Thursday 9.00 – 3.00

Time slots could be 2 hourly.