

# Volunteer Role Description Form

Guidance for managers completing this form:



When you have **identified a suitable volunteering role for someone**, you will need to complete this “Volunteer Role Description Form” and check that the prospective volunteer agrees on the details.



Volunteer applications are processed through CWP’s “TRAC” recruitment system: it uses the role title as the starting point for each application. **If we don’t receive the role description and line manager details first, we cannot start the application process.**



**Please return all completed forms to the Patient and Carer Experience (PACE) Team** either by email or by post.



## Volunteer Role Details

<b>Name of volunteer</b>	
<b>Title of volunteering role</b>	Feedback Volunteer
<b>Days or hours agreed</b>	Various – agreed between volunteer and Participation and Engagement Practitioner
<b>Volunteer managed by / accountable to:</b>	Participation and Engagement Practitioner
<b>Name of staff member who will supervise volunteer:</b>	Participation and Engagement Practitioner
<b>Service / Team the person will be volunteering with:</b>	Learning Disabilities, Neurodevelopmental Disorders and Acquired Brain Injury Care Group
<b>Volunteer will be based at (location)</b>	Team base within the Care Group



## Volunteer Role Description

### Purpose of Volunteering Role – brief summary / overview

We are passionate about gathering feedback from people who use our services, this will help us continue to improve and develop the service we offer.

The post holder will be part of a network of volunteers working with the Participation and Engagement Practitioner to collect feedback from people who use our service, their families and carers in the care group.

### Task Outline – details of what the role involves

Volunteers will be asked to:

- Contact people who use services, their families and carers by telephone to capture their feedback on using the service.
- Listen to people as they talk about their experience, ask appropriate questions and record the person's own words.
- Record people's experiences on agreed templates, depending on the feedback we are asking them for, e.g. friends and family test (FFT), assessment feedback or general feedback.
- Send the feedback to the appropriate department for wider collation.

Initial training would be given by the Participation and Engagement Practitioner on the process to be used and undertaking feedback calls. Ongoing support would be available as needed.

### Essential skills required for the role

This role involves talking to people on a very personal level so the post holder must understand and maintain confidentiality at all times.

The post holder must adhere to all Trust policies and procedures relating to the area of work.

The post holder must be able to communicate with a range of people in a professional manner, as a representative of the Trust.

#### Specific Skills

- To be friendly and enthusiastic.
- To enjoy listening to people and have good listening skills.
- To be able to listen to other people's experience without judgement.
- To be able to empathise with another person's needs and situation.
- To be able to relate to people from a wide range of backgrounds.
- To be able to use a computer.

### Training required for the role

The post holder will be required to complete all Trust mandatory training and any additional training which is appropriate for the role.

Specific communication skills training would also be given as this role is specifically in services where people will have a range of communication needs.

Knowledge and understanding of wider trust services should these be needed e.g. PALS, Crisis Line.



**Please note!**



**Please return completed forms (by post or email) to:**

**Catherine de Zwaan**

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