

# 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

Name of volunteer	
Title of volunteering role	Toy Library Support Volunteer
Days or hours agreed	(as agreed with the CWP team)
Volunteer managed by / accountable to:	tbc
Name of staff member who will supervise volunteer:	TBC
Service / Team the person will be volunteering with:	Starting Well – Children Young People and Families team
Volunteer will be based at (location)	To Be Confirmed



## Volunteer Role Description

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

The post holder will work alongside the Starting Well Team to deliver Toy Bags to families in the community as part of the Toy Library Programme. This role will have contact with families to promote the toy library and contribute to the delivery of the programme through booking and collecting alongside the Starting Well team.

The post holder will work alongside the team to provide a peer support presence in the Service to encourage and enhance community engagement, access and positive experience of the Starting Well Service.

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

The post holder will support the delivery of the Toy Library Programme.

This will include:

- Delivery and Collection of Toy Bags
- Contact with families to promote the programme
- Use of the booking system for the toy bags – in and out of the Centres
- Sanitising of the toy bags on collection prior to re-allocation of the resources to another family
- Supporting the team with any tasks required (where reasonable) in relation to the delivery of the Toy Library Programme
- Communicating with families in a warm way and supporting them to access information in relation to any queries
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### Essential skills required for the role

- Able to interact with a range of people in a professional manner, as a representative of the Trust.
- Ability to communicate clearly and patiently.
- Punctual and reliable.
- Good interpersonal skills.
- Understand the importance of maintaining confidentiality at all times.
- Adhere to all Trust policies and procedures relating to the area of work.
- Friendly and approachable at all times.
- Be smart and have a good standard of personal hygiene.
- Ability to travel around the community e.g. car, bike, on foot

## 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.



## Please note!



Volunteers **are not permitted to have access to CareNotes**, or any other form of patient records.



Volunteers **must not assist with the administration of medication** or handling or prescriptions, or with the moving or handling of patients.



Volunteers **cannot take people accessing services off Trust premises**, unless they are also accompanied by a member of CWP staff.



When volunteers are working directly with people accessing services, **there must always be a staff member available** on the premises at all times.

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

### Anne Kenealy

Patient and Carer Experience Team Manager / Voluntary Services Lead  
Cheshire and Wirral Partnership NHS Foundation Trust,  
Trust Board Offices, Redesmere,  
Liverpool Rd, Chester CH2 1BQ.

Email: [cwp.volunteering@nhs.net](mailto:cwp.volunteering@nhs.net)