

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	Lived Experience Connector® Volunteer
Days or hours agreed	2 to 3 hours including travel time if appropriate every 3 to 4 months
Volunteer managed by / accountable to:	Catherine de Zwaan, Patient & Carer Experience Team Manager
Name of staff member who will supervise volunteer:	Catherine de Zwaan, Patient & Carer Experience Team Manager
Service / Team the person will be volunteering with:	Various
Volunteer will be based at (location)	Various



Volunteer Role Description

Purpose of Volunteering Role – brief summary / overview

In December 2015, the Government announced a brand new nursing support role, called a “Nursing Associate”. They will complete a two year long training programme to qualify, which includes on-the-job learning and study, which will lead to a foundation degree.

When trained, Nursing Associates will deliver person-centred care and support to people who access our services and their families, ensuring people get the compassionate care they deserve. The new addition to the care workforce will help bridge the gap between Clinical Support Workers, who have a care certificate, and degree-level Nurses.

Task Outline – details of what the role involves

Lived Experience Connector® volunteers are people who have personal experience of accessing services. They work with us on a voluntary basis, and each one is matched up 1-to-1 with a Trainee Nursing Associate at the beginning of their two year training course.

You will meet together once every 3 to 4 months for the entire two years of training. At the meetings, you will use your skills to describe your own experiences of receiving care, sharing about your emotions, feelings, fears, hopes, and concerns.

Hearing first-hand from you about your own lived experience of care will help the trainees to reflect on their own clinical practice, to develop good relational skills, and will help them to give the best possible person-centred care when they graduate.

Essential skills required for the role

- Direct Lived Experience
- Ability to draw on own experience and to share appropriately
- Be reliable and trustworthy

The post holder must understand the importance of confidentiality, 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.

The post holder must be smart and approachable at all times.

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.

The Patient and Carer Experience Team will provide training for all Lived Experience Connector® volunteers, to ensure that everyone feels confident in their volunteer roles.



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:

Catherine de Zwaan

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