

VOLUNTEER ROLE DESCRIPTION

ROLE:	Patient Advice and Liaison (PALS) Administrative
CLINICAL GROUPS:	Corporate Services
DEPARTMENT:	PALS, Clinical Quality and Safety Team
PILOT SITE:	PALS Office, Entrance 2, Manchester Royal Infirmary Clinical Group, Oxford Road Campus
REPORTS TO:	Patient Advice and Liaison Manager
ACCOUNTABLE TO:	Patient Advice and Liaison Manager, Voluntary Services Manager, Patient Experience Matron, Voluntary Services Administration Officer

ROLE PURPOSE

The volunteer will provide administrative and visitor support to the PALS office. The role is designed to assist with the smooth day to day operation of the department, ensuring an effective contribution to its overall function and enhancing the experience of patients, families and colleagues.

Volunteers will liaise with the PALS team at the start of each session to receive their assigned tasks, which may vary depending on service needs. Core responsibilities will include welcoming patients and visitors, assisting with wayfinding, and directing individuals to hospital departments and wards.

The volunteer must possess excellent interpersonal skills, enabling them to confidently and independently engage with the public, including those attending planned and unplanned hospital visits, or who may be in distress. Volunteers are required to recognise when a patient, visitor, or unpaid carer raises a complaint or concern and ensure these are promptly and appropriately directed to the PALS team or relevant colleague, in line with MFT procedures.

Please note: This role is designed to complement, not replace, paid colleagues. Volunteers provide valuable support by contributing to the smooth running of the service and offering a helpful, reassuring presence. Volunteers must not give advice or share personal opinions regarding care received, maintaining clear professional boundaries at all times.

KEY DUTIES AND RESPONSIBILITIES

- Assist administrative colleagues with daily office tasks, including filing, photocopying, scanning, processing incoming and outgoing post, and data input as required.
- Support colleagues with general enquiries and administrative duties, such as signposting patients and visitors or assisting with basic hospitality tasks (e.g., making drinks.)
- Deliver, distribute, and collect PALS related surveys and posters across hospital wards and departments.

- Provide clear and friendly directions to patients and visitors navigating departments, clinics, and wards.
- Engage in friendly and supportive conversations with patients, offering a reassuring presence to help reduce stress and anxiety.
- Contribute positively to the efficiency and effectiveness of the PALS team, maintaining a proactive and professional attitude.
- Promote and uphold equality, diversity, and individual rights, ensuring practice is aligned with MFT policies and taking appropriate action if behaviour undermines these principles.

TRAINING

Volunteers will:

- Develop a working knowledge of MFT policies and procedures relating to PALS.
- Actively promote and support equality, diversity, and the rights of individuals, ensuring practice aligns with MFT policies and taking action if standards are undermined.
- Be prepared to adapt to new or different duties as required in response to service developments.

ROLE AND RESPONSIBILITY OF THE PRACTITIONER SUPERVISING THE VOLUNTEER

- Provide a thorough orientation to the venue, including environment, procedures, and safety requirements.
- Assign suitable and meaningful tasks align with the volunteer's skills and organisation's needs, providing clear instructions and expectations.
- Serve as the primary point of contact for the volunteer, offering guidance, support, and regular communication to help them feel welcomed and valued, and to address any questions or concerns.

INFECTION CONTROL

All volunteers are required to adhere to the MFT Infection Prevention and Control policies and procedures applicable to their role. Managers are also responsible for ensuring that their volunteers complete all relevant, required training in this area.

HEALTH AND SAFETY

MFT has a statutory responsibility to provide and maintain a healthy and safe environment for its volunteers to work in. You have a personal responsibility to ensure that you do not put the health and safety of either yourself, or of anybody else, at risk.

You must not willingly endanger yourself or others whilst on hospital grounds; safe working practices and safety precautions must be adhered to and protective clothing and equipment must be used where appropriate. The MFT Health and Safety Policies detail your full responsibilities regarding Health & Safety at Work, which can be found on the MFT Intranet.

All accidents/incidents must be reported to your Senior Manager, including the reporting of potential hazards.

Please note you must only act within the remit of your role and is important that under no circumstances as a volunteer you become involved in any of the following activities:

- Clinical or medical treatments of any kind, including the handling of pharmaceuticals.

- Psychological and or physical interventions, counselling or nursing duties. This includes supporting a patient with feeding or using the toilet.
- Advising patients on matters at all – personal, financial, medical, nutritional etc. If a patient asks for advice; the volunteer must direct them to the nursing colleagues.
- Be involved in lifting/handling patients or pushing patients in wheelchairs unless trained.
- Monitor or supervise patients.
- Access or input a patient's records.
- Handle complaints from patients. Any concerns raised must be escalated to the nursing team, and or the volunteers' services managers.
- Escorting patients off hospital premises

Please speak with your manager if you have any queries regarding this.

SAFEGUARDING

All volunteers must ensure that the policies and legislation relating to child protection and Safeguarding of children, young people and vulnerable adults are adhered to. Any concerns should be reported immediately in line with defined MFT processes. Managers are also responsible for ensuring that their volunteers complete all relevant, required training in this area.

SECURITY

All volunteers have a responsibility to ensure the preservation of NHS property and resources. Any concerns should be raised immediately with your line manager, or via the Freedom to Speak Up team.

CONFIDENTIALITY

All volunteers are required to maintain confidentiality at all times in all aspects of their work and to retain the required standard of Information Governance training. Managers are also responsible for ensuring that their volunteers complete all relevant, required training in this area.

INFORMATION AND COMMUNICATION

The Trust operates a system of comprehensive communication with all volunteers, which is based on the principles that people will be more committed to their work if they fully understand what is happening in their organisation and how it is performing. Regular updates are issued by MFT, and which are accessible via the MFT Intranet. Staff can also access a wide range of information, including Workforce Policies, via People Place.

NO SMOKING

MFT operates a Smoke Free policy across all of its sites. The policy applies to all colleagues, affiliates, volunteers, patients and visitors and extends to the hospital grounds as well as internal areas.

Person Specification

Attributes	Essential	Desirable	Method of Assessment
QUALIFICATIONS	<p>Successful candidates will require a Standard Disclosure and Barring Service (DBS) check.</p> <p>Ability to communicate effectively in English, both verbally and in writing.</p>		<p>Disclosure and Barring Service (DBS).</p> <p>Application form / interview / recruitment event</p>
KNOWLEDGE	<p>Demonstrates understanding of the Trust's core values and how they relate to the volunteering role.</p> <p>Shows a strong understanding of the PALS department and its functions</p>	<p>Experience of working within a health care environment.</p> <p>Shows a strong understanding of the department and its functions.</p>	<p>Application form / interview / recruitment event</p>
TRAINING AND EXPERIENCE	<p>Full training will be provided to all successful candidates.</p>	<p>Healthcare / related Qualifications.</p>	<p>Completion of the Trusts Mandatory Training.</p> <p>Role specific training provided by department of placement.</p>
SKILLS AND ABILITIES	<p>Displays skills such as:</p> <ul style="list-style-type: none"> • Compassion, empathy, active listening and responsiveness • Ability to work independently and take initiative • Enthusiastic and strong motivation • Enhanced communication skills, with the ability to engage effectively with a variety of health professionals, the general public, and fellow volunteers • A commitment to maintaining confidentiality at all times. • A professional attitude • An understanding of the role's boundaries and the ability to recognise when to refer matters to staff. 	<p>Ability to manage occasional challenging behaviour with professionalism and empathy.</p> <p>Experience of using office equipment, such as, computers, printers, scanners and telephones</p>	<p>Application form / interview / recruitment event</p>

ATTRIBUTES	<ul style="list-style-type: none"> • Enthusiastic and committed to supporting and contributing to high standards of patient care. • Friendly, open, empathetic and compassionate. • Professional outlook with a positive attitude. • Honest and trustworthy. • Resilient and able to handle challenges effectively 		Application form / interview / recruitment event
OTHERS	You must be 18-years of age to apply for this role.		Application form and evidence of ID.