

# Volunteer Role Profile



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

Volunteer Role

**Driver Volunteer**

Volunteer Manager

**Voluntary Services Team**

Where you will be based

**Hospital**

## Why we want you

We are looking for volunteer drivers to enhance our valuable Patient Support Service within our Llandough Hospital site (this is not a home-to-hospital service). Drivers should be confident when communicating, demonstrate excellent listening skills and be reliable.

We need volunteers between the hours of 12pm and 4pm. Volunteers are required to be available for a minimum of 2 hours per week and should be aged 18 or above.

## What you will be doing

- Welcome service users, visitors and staff to our hospitals.
- Pick-up and drop-off service users, visitors and staff on-site only.
- Make service users/visitors of the current UHB Covid regulations (where appropriate).
- Undertake specific training topics for this role, including: The Driver Handbook, Overview of the Patient Transport Service, Safe Practice and Month End Procedures.
- Other training needs will be identified through the supervision process and met through Cardiff and Vale UHB training programmes.

## The skills you need

- Excellent communication and listening skills and be non-judgemental, Displaying levels of empathy and understanding at all times.
- To be confident when communicating with service users, visitors, staff and general members of the public.
- To be enthusiastic about the aims and work of Cardiff & Vales UHB.
- Willingness to undertake training.
- Understanding the importance of confidentiality and following procedures.
- Reliable, punctual, and outgoing.
- Available to volunteer for a minimum of 2 hours a week during weekdays.
- Ability to speak Welsh (desirable).
- Experience of working in a healthcare setting (desirable).

## What's in it for you

- Satisfaction of assisting others and providing an invaluable service to the

Health Board and community.

- An opportunity to develop personal skills and experience.
- Opportunity to meet new people.

## **Disclaimer**

Volunteers will need to be available for a minimum of 2 hours per week (Monday-Friday) and be able to commit to at least 6 months volunteering with us.

You need to be 18 years old or above to volunteer within this role and have a full driving license. There will be a driving license check once a year through the Gov.uk website).

You will need adhere to all current Covid-19 specific Health Board health and safety guidance, training, testing and individual risk assessment.