

ROLE DESCRIPTION

1. Role Details							
Role Title:	ARTS AND HERITAGE VOLUNTEER						
Band:	Volunteer (Unpaid)						
Reports to (Title):	Arts and Heritage Coordinator						
Trust Website	www.royalwolverhampton.nhs.uk						
Directorate:	Corporate						
Department/Ward:	Charity and Fundraising / Arts and Heritage						
RD Number:	N/A						
DBS Check Required:	Basic						
	<p style="text-align: center;"><u>Our Vision</u></p> <p>An NHS organisation that continually strives to improve the outcomes and experiences for the communities we serve</p> <p style="text-align: center;"><u>Our Values</u></p> <table border="1" style="width: 100%; text-align: center;"> <tr> <td style="background-color: #0070C0; color: white;">Safe & Effective</td> <td style="background-color: #E91E63; color: white;">Kind & Caring</td> <td style="background-color: #92D050; color: white;">Exceeding Expectation</td> </tr> <tr> <td style="background-color: #0070C0; color: white;">We will work collaboratively to prioritise the safety of all within our care environment</td> <td style="background-color: #E91E63; color: white;">We will act in the best interest of others at all times</td> <td style="background-color: #92D050; color: white;">We will grow a reputation for excellence at our norm</td> </tr> </table> <p style="text-align: center;"><u>Strategic Objectives</u></p> <ul style="list-style-type: none"> ❖ To have an effective and well integrated health care system that operates efficiently ❖ Proactively seek opportunities to develop our services ❖ Create a culture of compassion, safety and quality ❖ Attract, retain and develop our staff and improve employee engagement ❖ Maintain financial health – appropriate investment to patient services ❖ Be in the top 25% for key performance measures 	Safe & Effective	Kind & Caring	Exceeding Expectation	We will work collaboratively to prioritise the safety of all within our care environment	We will act in the best interest of others at all times	We will grow a reputation for excellence at our norm
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We will work collaboratively to prioritise the safety of all within our care environment	We will act in the best interest of others at all times	We will grow a reputation for excellence at our norm					
2. Role Summary							

This voluntary role is to support our exciting Arts and Heritage programme and our community project 'Care, Create, Conserve', which is based in a new Healthcare Heritage Hub in Wolverhampton's Mander Centre. This role will support the successful delivery of the project with volunteers acting as ambassadors, engaging the public with the heritage on display in the Hub, and assisting with the events and workshops which take place in the space. Volunteers will be a friendly face to invite the public to explore the exhibition, and will facilitate conversations around Wolverhampton's healthcare heritage and the experience of healthcare today. As a part of this role, volunteers will also have the opportunity to attend specialised training, learning new skills and gaining experience in areas including collections management, conservation, and curation.

3. Main Duties & Responsibilities

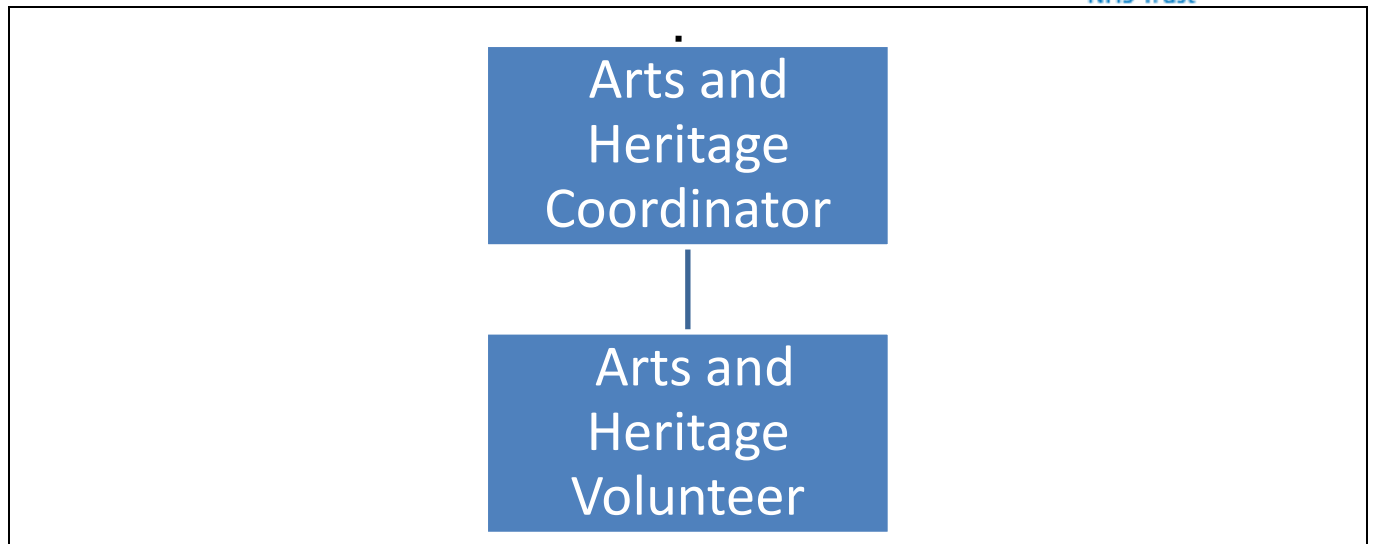
We require volunteers who are able to fulfil all of the following criteria:

- Over the age of 18;
- Be able to clearly and confidently communicate in English (additional languages are also welcomed);
- Be comfortable approaching and speaking to members of the public;
- Be welcoming and friendly to all visitors, and know when to respect personal boundaries;
- Be willing to dedicate time towards stewarding the Healthcare Heritage Hub, performing tasks such as recording visitor numbers and collecting feedback;
- No prior knowledge of local history or healthcare heritage is required, but volunteers must display a willingness to learn new information;
- Be prepared to be on a rota, and be able to provide times/dates of their availability;
- If opting into additional training, volunteers must be able to manage their own time in order to fulfil what is required from the training course;
- As per Trust policy, we will require volunteers to complete a brief Occupational Health assessment and be DBS checked (The Trust will support this)

Tasks that the volunteers will perform include:

- Be a friendly and welcoming face for visitors to the Healthcare Heritage Hub
- Engage members of the public with the exhibitions on display
- Be an ambassador for the heritage collection, spreading word of the Hub and its activity with their communities and networks
- Support the delivery of events and workshops as required
- Record numbers of visitors to the Hub
- Collect and record feedback from visitors
- Promote upcoming events and activities with visitors
- Attend special training in areas such as collections management and conservation (optional)

4. Organisational Chart



This role description is not intended to be an exhaustive list of duties and it may be reviewed and altered in the light of changed service needs and developments after discussion with the volunteer.

Infection Prevention

Maintain a current knowledge of infection prevention and control practices and policies through annual mandatory updates and role specific training.

Demonstrate a current knowledge of infection prevention and control practices through the delivery of clinical care and maintenance of a safe environment in accordance with infection prevention and control practices and policies. Take part in infection prevention initiatives in the local area. Challenge infection prevention practices, reporting breaches using relevant Trust policies as appropriate (e.g. incident reporting policy).

Equal Opportunities Policy

It is the aim of the Trust to ensure that no job application or employee receives less favourable treatment on grounds of sex, disability, age sexual orientation, race, colour, nationality or ethnic or national origins or is not placed at disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the Trust has an Equal Opportunity Policy and it is for each employee to comply with and contribute to its success.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors, to observe obligations under organisational and departmental Health and Safety Policies, maintaining awareness of safe practices and assessment of risk.

Data Protection

If required to do so, to obtain, process and/or use information held on computerised or manual records in a fair and lawful way in line with the Data Protection Act 2000. To hold data only for specific purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations, as instructed.

Customer Care

It is the aim of the hospital to provide patients and other service users with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and other service users first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Safeguarding

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures, and Trust and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Smoking Policy

The Trust provides a smoke-free work environment.

Confidentiality

The Trust is fully committed to encouraging its staff to freely contribute views on all aspects of health service activities, especially those on delivery of care and services to patients. However, you shall not, either during or after the end of your volunteering, (however it is terminated), divulge to any unauthorised person confidential information relating to the Trust. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Your obligations of confidentiality under this clause shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed, provided that such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Trust's Policy on Raising Concerns at Work-Whistle Blowing Policy, a copy of which is available from the Human Resources Department.

NHS Constitution

The Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another.

All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to [NHS Constitution for England - Publications - GOV.UK](#) that essentially provides further and more detailed explanation of each of the rights and pledges.

Criminal Records

This post is not subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions is not necessary.

PERSON SPECIFICATION

This document describes the qualities required for a volunteer role that are not captured by the role description.

SPECIFICATION	DESCRIPTION	Rating Essential (E) or Desirable (D)	Method of Assessment Application Form (AF) / Interview (Int.) / Presentation (P) Test (T)
Experience/Skills	Over the age of 18	E	AF
	Be comfortable approaching and speaking with members of the public	E	AF/ I
	Prior knowledge on Wolverhampton's healthcare heritage	D	AF/ I
	Be willing to learn new information	E	AF/ I
	Organised and able to carry out simple administrative tasks	E	AF/I
	An interest in areas such as collections, conservation, or heritage curation	D	AF/ I
Communication Skills	Excellent verbal communication skills	E	AF/ I
	Ability to clearly and confidently communicate in English	E	AF/I
	Friendly approach to all visitors, with a knowledge of when to respect personal boundaries	E	AF/I
Flexibility	Be able to work to a rota and provide dates/times of their availability	E	AF/ I
	Regular commitment - at least two attendances per month is envisaged	E	AF/ I