

Volunteer role description – Shop Trolley Volunteer

Role title	Shop Trolley Volunteer
Named Volunteer Manager	Mark Vincent
Location of volunteering	Across RUH (inside only) – agreed route only
Commitments	Monday to Friday – 10-11.30am
Role purpose	Taking the shop trolley to different wards to provide Staff, patients and relatives with snacks and other items
Specific tasks	<ul style="list-style-type: none"> • Stocking the trolley at the start of each shift • Reporting to Shop at start of each shift to check for ward closures • Serving customers on the ward • Operating the till (card only) • Safely pushing the trolley around the hospital • Report any hazards or faulty equipment to a member of staff straight away • Be aware of any security risks
Skills, experience and qualities needed	<ul style="list-style-type: none"> • Excellent communication skills • Non-judgemental and sensitive approach • Positive attitude • Able to follow instructions • Compliant with H&S and infection control protocols • Reliable • Ability to work as part of a team • Commitment to uphold trust core values and RUH policies.
Support and training	<p>Friends of the RUH will provide mandatory hospital induction.</p> <p>A named member of shop staff will induct the volunteer into the role and provide guidance and supervision as needed</p> <p>Volunteers will receive regular and ongoing support from the Friends of the RUH</p> <p>For this role volunteers will receive training on how to operate the trolley safely before they are able to go on to wards</p>



What's in it for the volunteer?	Meet new people Share existing skills and develop new skills A sense of satisfaction and “giving something back” Experience of working in a hospital environment
Our expectations of volunteers	To be able to commit consistently to weekly sessions. To raise any concerns with staff so support can be provided accordingly. Commitment to uphold trust core values and NHS policies
Any other information relevant to the role	To be always operated as a pair for security and health and safety reasons