

Volunteer Role

Hospital Discharge – Wellbeing Caller



Description

This role is about helping people, and supporting them to find the help they need.

Our Hospital Discharge Wellbeing Service involves volunteers calling recently discharged patients from our local hospitals to check if they have any concerns related to their

hospital discharge. Any issues are reported back to hospital discharge team, and steps taken to resolve the issue for the patient.

The volunteers also take the opportunity to check on the patients' wellbeing in this time of isolation, and how well supported they are. If any other support is needed then the volunteer can or signpost to the council and other community services.

This project forms a vital part of our city's overall response to Covid-19, working in partnership with Brighton and Hove City Council, Brighton and Sussex University Hospitals NHS Trust and the Sussex Health and Care Partnership.

Skills & Experience

We're looking for people with the ability to:

- feel comfortable talking to a diverse range of people, over the phone
- be compassionate and supportive
- able to use email and Microsoft Word
- with internet access for submitting call responses online

Not essential, but helpful if you also had:

- A background in Health and Social Care Services
- Experience of working with vulnerable people

Benefits

As a volunteer on the project you can:

- Help people, some who are at a difficult time in their lives
- earn valuable practical experience in the health and social care sector
- connect with other volunteers and feel part of a team

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You will receive:

- initial training and regular opportunities for further training.
- support throughout and expenses covered
- reference after six months of service.

Other Information

- You would be working remotely, so must have a phone, computer or tablet, and internet access.
- We are also flexible to try and accommodate various needs.
- The project runs 7 days a week, but the dates and availability are down to you. You can choose which days and how often you will be involved.
- All expenses paid.
- Public liability and professional indemnity covered.
- Because of the nature of this role a DBS check is required, but we can accept a current DBS with another organisation if completed within 3 years. Or we will cover the cost of completing a new online one.
- Regular opportunities for support from the Healthwatch team and other volunteers, in group and one-to-one settings.
- Full training including Safeguarding, Information Governance, as well as further opportunities for training.

For more information or to apply please contact us at:
office@healthwatchbrightonandhove.co.uk