



# Covid-19 Volunteering

## Volunteer role description



**Last updated: 21.12.2020**

### **Lead Volunteer Site Marshal Role Description**

Covid-19 Vaccination Programme

<b>Organisation</b>	This is a coordinated effort between NHS Sutton CCG and Volunteer Centre Sutton
<b>Project</b>	Covid-19 Vaccination Programme
<b>Role Title</b>	Lead Volunteer Site Marshal
<b>Responsible to:</b>	Volunteer Centre Sutton – Assigned Volunteer Coordinator
<b>Location</b>	NHS allocated site
<b>Commitment</b>	<p>Although, we anticipate that the Covid-19 Vaccination Programme will run for at least three months, you do not need to commit to volunteering for the entire period. On the application form, please specify your availability.</p> <p>The volunteer shifts will be broken down to a morning or afternoon shift (8am – 1pm), (1pm - 6pm), but this might be reduced in January when the weather is a little colder!</p>
<b>Purpose of Role</b>	To support the Covid-19 Vaccination Programme, and safely direct patients to the entrance of the vaccination site.
<b>Role Description</b>	<p>Please note, the volunteer role predominantly involves supporting patients outside.</p> <ul style="list-style-type: none"><li>• Help ensure patient consent forms, pamphlets, torches, anti-bacterial wipes and pens are in position at each location and that all volunteers are wearing high-vis jackets</li><li>• Liaise with NHS staff and Volunteer Centre Sutton over any additional resources required</li><li>• Use the walkie talkie to disseminate information and help trouble shoot any issues and escalate if required</li><li>• Provide site guidance and ensure car parking spaces for patients are maintained, directing patients as required and preventing blockages</li><li>• Convey patients in wheelchairs between the carpark and vaccination entrance</li><li>• Help maintain social distancing between patients, volunteers and staff</li></ul>



Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau  
Company type: Charitable incorporated organisation  
Company number: CEO19319 Registered Charity No. 1048978

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	<ul style="list-style-type: none"> <li>• Welcome patients onto site, handout patient consent forms and help answer any questions</li> <li>• Ensure items and surfaces are appropriately wiped down and cleaned</li> </ul>
<b>Attitude</b>	<ul style="list-style-type: none"> <li>• Good communication skills with an ability to respond to issues if they arise</li> <li>• Ability to demonstrate leadership and able to help motivate a team</li> <li>• Have a helpful and caring manner and can offer a warm welcome to patients entering the site</li> <li>• Reliable and trustworthy and able to respect confidentiality, as you might have access to sensitive information</li> </ul> <p>Due to the nature of the role, volunteers will need to be over 18+</p>
<b>Training and Induction</b>	<p><b>Online Training Course</b></p> <ul style="list-style-type: none"> <li>• GDPR Data Protection</li> <li>• Basic Life Support (BLS) training</li> <li>• Anaphylaxis</li> </ul> <p><b>Induction</b></p> <p>Your on-site induction will provide you with an opportunity to get to know the wider team and ensure that you are familiar with the role and feel comfortable on-site. The induction will lead straight into your first shift, which will give you a taster of what the role will entail.</p> <p>Prior to starting, you will be given a guidance document that provides an overview of the role, key information and our Volunteer Centre Sutton policies and procedures.</p>
<b>DBS</b>	You will need an up-to-date DBS, or be willing to undertake a DBS (free for Volunteers)
<b>Support and supervision</b>	A Volunteer Centre Sutton Volunteer Coordinator will be always on-site, to ensure that you are happy in the role and are able to discuss any questions, concerns or feedback that you might have.





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<b>Volunteer Expenses</b>	<p>Volunteer Centre Sutton will reimburse reasonable out-of-pocket travel or food expenses of up to £5.00 per person, per shift.</p> <p>All expenses must be agreed and signed off by your Volunteer Coordinator and submitted on the expense claim form on a monthly basis, either by email or in person. We will only be able to reimburse you for the amount specified and payment will be made by bank transfer. Please provide valid receipts to your Volunteer Coordinator.</p>
<b>Recruitment Method</b>	<ol style="list-style-type: none"><li>1. Complete Covid-19 Vaccination Scheme Volunteer Registration form</li><li>2. If successful, you will have an informal discussion with Volunteer Centre Sutton by phone</li></ol> <p>If you have any further questions, please email <a href="mailto:info@vcsutton.org.uk">info@vcsutton.org.uk</a></p>



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