



Volunteer Centre Sutton
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Volunteer role description

Covid-19 Vaccination Programme Vaccination Site Marshal

Organisation	This is a coordinated effort between NHS Sutton CCG and Volunteer Centre Sutton
Role Title	Vaccination Site Marshal
Location	There are two sites, in different areas of the borough – SM1 and SM6.
Time Commitment	A commitment of 1 shift per week is required for this role: <ul style="list-style-type: none"> • There are two shifts each day: 0830am – 1.30pm and 1.30pm - 6.30pm. • The sites will be open weekdays and Saturdays.
Why you are needed	<ul style="list-style-type: none"> • To help ensure efficient patient flow throughout the vaccine site from greeting arrivals at the entrance through to the waiting areas, clinical areas, observation areas and exit. • The Vaccine Site Marshal role is key to the overall smooth running of the site.
What you will be doing	<p>To ensure a smooth journey through the vaccination site for all patients attending.</p> <p>Entrance and Waiting area</p> <ul style="list-style-type: none"> • To welcome patients at the entrance, liaising with taxis where necessary. • Keeping patients updated with waiting times. • Meeting and greeting people into the waiting area, ensuring mobility assistance where required. • Providing patients with the required paperwork, such as consent forms and assisting with the forms where required. • Writing out an appointment time sticker for the patient to wear. • Escorting and guiding patients between the waiting area and the vaccination area. • Liaising between the volunteer teams to know when to move patients between waiting areas depending on how busy it is. • Directing patients who have been vaccinated to the observation room. <p>Observation room and exit</p> <ul style="list-style-type: none"> • Writing a sticker with the 15-minute wait time for the patient to wear. • Observing and ensuring that all patients are well and are leaving when their time is completed. • Cleaning the chairs between each patient and ensuring that chairs maintain their social distancing ready for new patients.



	<ul style="list-style-type: none"> Upon leaving, ensuring that the patients are escorted or guided to the exit. <p>Points to remember when on site</p> <ul style="list-style-type: none"> Reporting immediately to a health care professional anything that is likely to pose a threat or danger. Effectively communicate with other stewards and health care professionals to avoid congestion and overcrowding. Identifying people who require extra support (carer/chaperone, additional language support) and support/direct them with an alternative flow. Ensuring that patients and residents respect national guidelines such as social distancing and mask protection. Being fully conversant with any methods or messages used to alert staff that an emergency has arisen. Sanitizing and cleaning: pens, clipboards, chairs and wheelchairs where required.
Skills, experience and attributes required	<ul style="list-style-type: none"> Have a helpful and caring manner and can offer a warm welcome to patients arriving at the vaccine site. Good communication skills with an ability to respond to issues if they arise. Enjoys working in a team and to problem solve collaboratively. Reliable and trustworthy and able to respect confidentiality, as you might have access to sensitive information. Due to the nature of the role, volunteers will need to be 18+.
What is in it for you	<ul style="list-style-type: none"> Being part of a team assisting in the smooth running of the vaccine site and meeting other volunteers. Building confidence due to talking to a huge variety of different people. Gaining a sense of community by meeting many Sutton residents. Being a part of the vaccination programme by ensuring that as many Sutton residents as possible have access to their Covid-19 booster and flu vaccinations.
DBS requirements	<ul style="list-style-type: none"> If a DBS is required for the role, then Volunteer Centre Sutton can request this on your behalf.
Driving license requirements	<ul style="list-style-type: none"> No driving license is required for this role.
Volunteer expenses	<ul style="list-style-type: none"> Expenses can be claimed. Further details will be provided during the application process.
Induction and training process	<ul style="list-style-type: none"> Each volunteer role will have bespoke training. This will involve online modules to work through and in some instances on-site face to face training. This will be confirmed upon application.
Support available	<ul style="list-style-type: none"> Briefings and de-briefings are given at the start and end of every shift. There is always a member of NHS staff on hand to answer any questions and to help you in your role, to discuss any questions, concerns or feedback that you might have. There will be a volunteer coordinator who can be contacted outside of shifts for any concerns, shifts that you cannot make, or any other matters relating to your role.
What to do if you are interested	<ul style="list-style-type: none"> Please fill out the online application form here: Vaccination Site Volunteering Application Form. Thank you for your interest. We will be in touch as soon as possible with further information about the role and what happens next!
Additional Information	<ul style="list-style-type: none"> Twice weekly lateral flow tests will be required for this role. PPE appropriate to the role will be provided.

