



**Volunteer Centre Sutton**  
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## Volunteer role description

### Covid-19 Vaccination Programme

#### Vaccination Site Marshal

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



	<ul style="list-style-type: none"> <li>Upon leaving, ensuring that the patients are escorted or guided to the exit.</li> </ul> <p><b>Points to remember when on site</b></p> <ul style="list-style-type: none"> <li>Reporting immediately to a health care professional anything that is likely to pose a threat or danger.</li> <li>Effectively communicate with other stewards and health care professionals to avoid congestion and overcrowding.</li> <li>Identifying people who require extra support (carer/chaperone, additional language support) and support/direct them with an alternative flow.</li> <li>Ensuring that patients and residents respect national guidelines such as social distancing and mask protection.</li> <li>Being fully conversant with any methods or messages used to alert staff that an emergency has arisen.</li> <li>Sanitizing and cleaning: pens, clipboards, chairs and wheelchairs where required.</li> </ul>
<b>Skills, experience and attributes required</b>	<ul style="list-style-type: none"> <li>Have a helpful and caring manner and can offer a warm welcome to patients arriving at the vaccine site.</li> <li>Good communication skills with an ability to respond to issues if they arise.</li> <li>Enjoys working in a team and to problem solve collaboratively.</li> <li>Reliable and trustworthy and able to respect confidentiality, as you might have access to sensitive information.</li> <li>Due to the nature of the role, volunteers will need to be 18+.</li> </ul>
<b>What is in it for you</b>	<ul style="list-style-type: none"> <li>Being part of a team assisting in the smooth running of the vaccine site and meeting other volunteers.</li> <li>Building confidence due to talking to a huge variety of different people.</li> <li>Gaining a sense of community by meeting many Sutton residents.</li> <li>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.</li> </ul>
<b>DBS requirements</b>	<ul style="list-style-type: none"> <li>If a DBS is required for the role, then Volunteer Centre Sutton can request this on your behalf.</li> </ul>
<b>Driving license requirements</b>	<ul style="list-style-type: none"> <li>No driving license is required for this role.</li> </ul>
<b>Volunteer expenses</b>	<ul style="list-style-type: none"> <li>Expenses can be claimed. Further details will be provided during the application process.</li> </ul>
<b>Induction and training process</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>Support available</b>	<ul style="list-style-type: none"> <li>Briefings and de-briefings are given at the start and end of every shift.</li> <li>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.</li> <li>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.</li> </ul>
<b>What to do if you are interested</b>	<ul style="list-style-type: none"> <li>Please fill out the online application form here: <a href="#">Vaccination Site Volunteering Application Form</a>.</li> <li>Thank you for your interest. We will be in touch as soon as possible with further information about the role and what happens next!</li> </ul>
<b>Additional Information</b>	<ul style="list-style-type: none"> <li>Twice weekly lateral flow tests will be required for this role.</li> <li>PPE appropriate to the role will be provided.</li> </ul>

