

Volunteer Role Profile



Volunteer Role	Trolley Volunteer - LGI (including Children's)
Volunteer Manager	Volunteering Team
Where you will be based	Hospital

Why we want you

If you love talking, making conversation, and can be a warm and friendly face, this is the role for you!

Our Trolley service improves the patient and family experience when in hospital and provides practical support to parents and carers who are facing increased financial hardship while a child is in hospital.

Our Trolley service is fully funded by Leeds Hospitals Charity and free for patients and families to access. In this role you will be going round wards in the Children's Hospital and LGI with the trolley which provides snacks, toiletries and other useful items. You will provide a friendly and welcoming face and represent Leeds Hospitals Charity.

This is an engaging and busy role and we know from surveying staff, patients, families and volunteers that this service makes a huge impact. You will be directly making a meaningful difference in this role and actively contributing to raising vital funds!

Please be aware it is an active role that requires lots of walking and pushing a trolley. If you have any concerns about this please call us to discuss.

What you will be doing

- Visiting the patients and families on the wards with a trolley full of supplies
- Having friendly conversations with families, sharing stories and signposting information about the charity
- Helping visitors and patients to feel at ease in an unfamiliar environment
- Supporting staff to ensure an accurate stock take happens each shift and any items given out are logged for reporting
- Being a friendly and supportive face

The skills you need

- Friendly and approachable
- Excellent communication and conversation skills, and able to work as part of a team
- Good mobility – you will be on your feet and walking round a very large

hospital

- Be a reliable and positive member of the team
- Good listening skills
- Sensitive and tactful nature
- Confident in holding a conversation with patients and families during difficult times
- Understanding of personal and professional boundaries
- Enthusiastic about the work of Leeds Hospitals Charity

What's in it for you

- Be part of a warm and friendly team
- A busy and fulfilling role
- An opportunity to gain skills and experience in a hospital-based setting
- Make a real difference to the experiences of patients and visitors to the hospital
- You will receive full training and an induction to the role
- Support from the Volunteering Team and Volunteer Supervisor throughout your volunteering experience
- We can be a reference for you once you've volunteered for 3 months
- We are happy to reimburse reasonable travel and meal expenses in line with our expenses policy
- Your own Leeds Hospitals Charity t-shirt and invitations to Volunteer Thank You events
- By volunteering you will make a significant contribution to improving the lives of patients and staff at Leeds Teaching Hospitals

Disclaimer

Leeds Hospitals Charity is committed to the safeguarding and protection of children and adults at risk in our work. We will do everything possible to ensure that only those who are suitable to volunteer with these vulnerable groups are recruited to volunteer with us. Therefore our voluntary roles are subject to an informal interview, vetting checks and an introductory period. We'll ask you to agree to our Volunteer Code of Conduct and Volunteer Agreement as part of your application. Depending on the role, we may ask you to complete a health risk assessment as part of the application process.

We aim to recruit a diverse range of volunteers to all our roles. If you feel that your skills do not match this role but are still interested, please do get in touch to have a chat with us as we aim to be as flexible as possible during recruitment. Please email volunteers@leedshospitalscharity.org.uk or call 0113 539 7020.