

### Volunteer Role Description

<b>Role title</b>	'Volunteer' to support the COVID-19 Vaccine Programme for Primary Care Networks
<b>Purpose / Description</b>	To support the staff team within the Primary Care Network with particular tasks to assist with the efficient and effective operation of the vaccination process.
<b>What you will be doing</b>	<p>Tasks may be indoors or outdoors and could include any of the following:</p> <p>Outdoor Marshal tasks:</p> <ul style="list-style-type: none"> <li>• Ensure smooth arrival on site of both patients for the vaccination and staff required for the operation</li> <li>• Manage entry flow into the carpark; site entry only to those with an appointment for the vaccine</li> <li>• Greeting those who arrive; both on foot and in vehicles</li> <li>• Check they are in the right place and have an appointment</li> <li>• Ask mandatory questions re: covid-19 symptoms and flu vaccination</li> <li>• Ensure people respect social distancing and wear a face mask (if not exempt)</li> <li>• Advise people to keep warm when waiting and explain process briefly</li> <li>• Direct them to a parking space and to the appropriate site entrance</li> <li>• Identify people who need additional support (carer/chaperone, wheelchair)</li> <li>• Monitor queue outside of premises to ensure safety of individuals from moving vehicles</li> <li>• Manage exit flow of vehicles from the car park and direct traffic if necessary</li> <li>• Assist with any general queries or complaints</li> <li>• Alert staff of any emergency that has arisen</li> <li>• Report immediately to a supervisor anything that is likely to pose a threat or danger to a person and/or site safety</li> </ul> <p>Indoor Steward tasks:</p> <ul style="list-style-type: none"> <li>• To act as an observer of the people in the post jab observation area</li> <li>• To prompt people to leave when their 15 mins is up and direct to exit</li> <li>• To raise any concerns about patients wellbeing with clinical team on duty</li> <li>• Link with marshals in drop off car park if any support needed to get back to car</li> <li>• To wipe down chairs in observation area as they are vacated</li> </ul>

	<ul style="list-style-type: none"> <li>• To ensure availability of hand sanitiser at hub entrance and dispose of any empty bottles</li> <li>• To wipe down / reposition chairs in pre job waiting area as vacated</li> <li>• Help move porter chairs back to waiting area at hub exit and wipe down after use</li> <li>• To help keep the staff room / refreshments table tidy and take any non-clinical rubbish to the utility store.</li> <li>• Fill kettles and ensure availability of refreshments as clinical team take breaks</li> <li>• To periodically check in on the outdoor marshals and take a round of drinks out to them</li> </ul>
<b>Skills, experience and qualities needed</b>	<ul style="list-style-type: none"> <li>• Friendly and approachable</li> <li>• Willing to work outside through in adverse weather conditions</li> <li>• Able to work as a team</li> <li>• Ability to work under pressure</li> <li>• Confident but with a calm manner</li> <li>• Observant and alert to tasks that need doing using own initiative</li> <li>• Sensible and pragmatic approach when dealing with people</li> <li>• Physically fit and active – able to spend long periods of time standing and wearing a mask</li> <li>• Not allergic to cleaning products or any required PPE equipment</li> <li>• Confident to liaise with clinical team when necessary</li> <li>• Able to support people for short distances with walking or moving wheelchairs</li> <li>• High visibility vests to be worn at all times</li> </ul>
<b>Training and support available</b>	<p>You will receive an induction and basic training for the role. The team lead will be on hand for advice and support.</p>
<b>Other information</b>	<p>Age Restriction: Over 18 years  DBS Check: Preferable but not essential  Disabled Access – Yes  Volunteers will be required to book shifts using the HelpMyStreet platform</p>