

Volunteer Role Description

Role title	'Outdoor Volunteer' to support the COVID-19 Vaccine Programme for Primary Care Networks
Purpose / Description	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.
What you will be doing	<p>The role for 'Outdoor Volunteers' within Four Counties Hub, Stamford:</p> <ul style="list-style-type: none"> • Ensure smooth arrival on site of both patients for the vaccination and staff required for the operation • Manage entry flow into the carpark; site entry only to those with an appointment for the vaccine • Greeting those who arrive; both on foot and in vehicles • Check they are in the right place and have an appointment • Ask mandatory questions re: covid-19 symptoms and flu vaccination • Ensure people respect social distancing and wear a face mask (if not exempt) • Advise people to keep warm when waiting and explain process briefly • Direct them to a parking space and to the appropriate site entrance • Identify people who need additional support (carer/chaperone, wheelchair) • Monitor queue outside of premises to ensure safety of individuals from moving vehicles • Manage exit flow of vehicles from the car park and direct traffic if necessary • Assist with any general queries or complaints • Alert staff of any emergency that has arisen • Report immediately to a supervisor anything that is likely to pose a threat or danger to a person and/or site safety
Skills, experience and qualities needed	<ul style="list-style-type: none"> • Friendly and approachable • Willing to work outside through in adverse weather conditions • Able to work as a team • Ability to work under pressure • Confident but with a calm manner • Sensible and pragmatic approach when dealing with people • Physically fit and active – able to spend long periods of time standing and wearing a mask • Not allergic to cleaning products or any required PPE equipment • Confident to liaise with clinical team when necessary

	<ul style="list-style-type: none"> • Able to support people for short distances with walking or moving wheelchairs • High visibility vests to be worn at all times
Location / days and times	<p>Shifts outlined by Primary Care Network:</p> <p>St Mary's Surgery, Wharf Road, Stamford</p> <p>Dates to be confirmed (depends on delivery of vaccination)</p> <p>Session one 08:00 to 13:00 Session two 13:00 – 18:00</p>
Training and support available	<p>You will receive an induction and basic training for the role. The team lead will be on hand for advice and support.</p>
Other information Age Restriction? DBS Check?	<p>Age Restriction: Over 18 years DBS Check: Preferable but not essential Disabled Access – Yes Volunteer Expenses – Yes - to be discussed</p>