

**Hospitals and Hospices Project**

**Volunteer Role Description**

**Contact**

Contact is a national charity for families with disabled children.

We provide information, advice and support. We bring families together so they can support each other. We campaign to improve their circumstances, and for their right to be included equally in society.

**Hospital Locations: Great Ormond Street, Evelina London, University College London, Darent Valley (Kent)**

Contact is delivering a Hospitals and Hospices project in Great Ormond Street Hospital, Evelina London, University College London Hospital, Darent Valley Hospital(Kent). Hospital volunteers are required to engage with parents in the hospital outpatient settings, assisting Contact’s Parent Advisers to provide support and information to parents of disabled children.

**Aims of the project:**

* Enhance parents’ experience of hospitals and hospices, making them feel better supported emotionally
* Improve parents’ access to information, allowing them to get the best support for their child’s condition
* Help build parents’ confidenceto deal with the challenges they face
* Increase medical professionals’ knowledge of Contact, encouraging them to make family referrals

**Volunteer requirements:**

* To have an understanding of the difficulties in raising a child with a disability
* To be able to volunteer for a minimum of three hours per session on the designated day for the chosen hospital
* To commit to the project for a minimum of six months
* To have clear DBS check - an enhanced Disclosure and Barring Service check is required and will be arranged by Contact
* To attend volunteer training and follow Contact’s policies and guidelines
* To adhere to the hospitals volunteer policy and complete their volunteer recruitment process
* To be able to commute to easily to one of our hospital projects that most suits you
* To be reliable and trustworthy

**Activities:**

As a Hospitals Volunteer, we would like you to:-

* Help with information stands
* Engage with parents in the hospital setting, informing them of the drop in service available
* Support and reassure parents and carers
* Give guidance as to where to find services and support networks that are available, including the Contact a Family helpline
* Attend events to promote the project
* Complete any relevant paperwork, with the details of the parents and carers you speak to
* Attend volunteer support meetings and supervision sessions

**Person Profile:**

To be a Hospitals Volunteer you do not need to have specialist experience. Life skills, compassion and an understanding of living with a disability are far more important.

The following would be beneficial:-

* Enjoy and feel confident approaching and speaking with other parents
* Understand the difficulties parents of disabled children face
* Have good communication skills
* Have an understanding of how to keep children safe
* Have emotional maturity, resilience, and happy to share experiences with other parents.

**Benefits of becoming a Hospitals Volunteer:**

Most importantly we want you to enjoy your volunteering role with Contact. We will value your contribution and provide you with ongoing support.

There are other ways this volunteering role may benefit you:-

* Training is provided with a certificate of attendance
* Help to build your self confidence
* Increase awareness of hospital and voluntary services
* Allow you to give back and feel part of your community
* Learn new skills
* Add to a CV or application form when looking for work
* Consider new career or study options
* Make new friends
* Feel good about your self

Agreed expenses will be reimbursed.

**Contact:**

If you have any other questions or would like to know more, please contact:-

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