



H4All - Back to Health – Wellbeing Caller

The Back to Health programme works across Hillingdon Hospital and Northwick Park Hospital Trusts to identify individuals in targeted communities within a specified PCN (Primary Care Network) who are on the waiting list for treatment or diagnosis or who have recently been discharged from the hospital and offer support.

The starting point for the service is a scripted call from a trained volunteer to a Hillingdon Hospital patient asking about the persons wellbeing. Through phone call communication and reassurance, the aim is to reduce the risk of patients not attending their appointments and to reduce the risk of readmittance to hospital after treatment. It will work in conjunction with hospital and community services, the voluntary sector, and Primary Care Networks; enabling people to engage with their local communities which can offer practical help and support their well-being.

We are looking for enthusiastic, dedicated, confident volunteers who can make telephone calls to patients to empower people to better self-manage their physical health and wellbeing as they continue to wait for treatment, while identifying any issues the patient has and passing this onto our clinician.

Main purpose of the role:

- As a Back to Health - Wellbeing Caller you will make a scripted call to a patient introducing the service and asking about their wellbeing
- Complete an electronic based Waiting Well questionnaire with the patient
- Engage in conversation prompted by the questions, record feedback and information given via the online form
- Identify any wellbeing concerns and help to identify any ongoing support needs
- Identify any barriers or support needed to attend follow hospital/health appointments
- Escalate any concerns to the designated Co-Ordinator for action
- Contribute to the development of the service.

Commitment required:


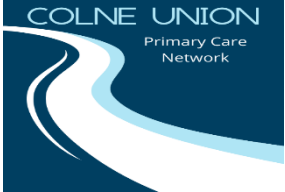

- We would like volunteers to commit to 4 hours a week on a mutually agreed day

The volunteer role will be based at H4All, Key House, 106 High Street Yiewsley Middx UB7 7BQ

Reporting to

Volunteer Co-Ordinator

<p><u>Benefits for you:</u></p>	<ul style="list-style-type: none"> • Meet new people and make new friends • Connect with and help others connect with their local community • Learn new skills and have opportunities to develop further • Join a growing social movement in your local community, empowering people to manage their own lives • Complete a comprehensive training programme
<p><u>Role responsibilities:</u></p>	<ul style="list-style-type: none"> • Assist a committed team of staff and volunteers • Help to empower people to better self-manage their physical health and wellbeing as they continue to wait for treatment • Support people to access services that may assist them to manage their needs
<p><u>Skills required:</u></p>	<ul style="list-style-type: none"> • Good basic computer skills • Good written and verbal communication • A good telephone manner • To preserve confidentiality of information acquired by virtue of the role
<p><u>Attributes required:</u></p>	<ul style="list-style-type: none"> • Good communicator including being an active listener • Have empathy for others and be non-judgmental • Wants to make a difference in their local community • Behave in a professional manner ensuring that the Back to Health service is positively represented to the public and other stakeholders
<p><u>Training and support given:</u></p>	<ul style="list-style-type: none"> • You will be fully supported by a volunteer coordinator • Full 1 day training package to give you the knowledge/tools to undertake the role. • Additional training as needed as the project progresses.
<p><u>Please Note:</u></p>	<ul style="list-style-type: none"> • There will be no clinical care of patients or provision of clinical advice • No disclosure of patients' personal information or content of discussion except to relevant staff

	<ul style="list-style-type: none"> • An enhanced DBS will be completed by the organisation you are volunteering for
<p><u>To apply for this role:</u></p> 	<p>A H4ALL application form must be completed. Please note we require two references.</p> <p>To obtain an application form:</p> <ul style="list-style-type: none"> • Visit www.h4all.org.uk and download or print an application form • Email volunteerhub@h4all.org.uk to request an application form to be sent to you by email or post <p>Send your fully completed application form by:</p> <ul style="list-style-type: none"> • Email to volunteerhub@h4all.org.uk OR • Post to H4All, Volunteer Development Team, Key House, 106 High Street, Yiewsley, UB7 9BQ
	 <p>The Hillingdon Hospitals NHS Foundation Trust</p>