

H4All - Back to Health – Wellbeing Caller

The Back to Health programme works across Hillingdon, Mount Vernon 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 or Mount Vernon 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 re-admittance 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
- Verbally complete a Waiting Well questionnaire with the patient
- Engage in conversation prompted by the questions
- Record feedback and information on the telephone call that has taken place by handwritten notes
- Identify any wellbeing concerns and help to identify any ongoing support needs
- Identify any barriers or support needed to attend follow-up 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 a minimum of 2 hours per week on a mutually agreed day
- The role will be based in H4All, Key House, 106 High Street Yiewsley, UB7 7BQ
- The role must be carried out on a week day (Monday – Friday) between the hours of 9am and 4:30pm

Reporting to:

- Back to Health project lead, Eva Williams

Benefits for you:

- 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

Role responsibilities:

- 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

Skills required:

- Good written and verbal communication
- A good telephone manner
- Legible handwriting
- To preserve confidentiality of information acquired by virtue of the role

Attributes required:

- 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

Training and support given:

- You will be fully supported by the Back to Health project lead
- Full 1 day training package to give you the knowledge/tools to undertake the role
- Additional training as needed as the project progresses

Please Note:

- 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
- A DBS is not required for this role

To apply for this role:

A H4ALL application form must be completed. Please note we require two references.

To obtain an application form:

- 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

Send your fully completed application form by:

- Email to volunteerhub@h4all.org.uk
OR
- Post to H4All, Volunteer Development Team, Key House, 106 High Street, Yiewsley, UB7 9BQ

