

Volunteer Role Profile

Volunteer Role	Education Program Volunteer
Volunteer Manager	Volunteering
Where you will be based	Hospital

Why we want you

Education Program Volunteer is a new volunteer role in the NHS, here at Torbay and South Devon NHS Foundation Trust (TSDFT), we are looking for a volunteer to support us to deliver our priorities in an inclusive, compassionate and transparent way.

Education Program Volunteers will play a key role by joining committees with an education remit. The importance of this role is to reflect the voice and needs of people who use hospital and community-based health services. We want the Education Program volunteers to be actively involved in the design of safe and inclusive educational programmes at TSDFT.

What you will be doing

- As an Education Program Volunteer, you will join the Education Leads to review current and new educational content to ensure this is inclusive and reflects the needs of the service users.
- Bring the perspective and needs of patients, families, carers and the public, into committees in a way that provides appropriate challenge and fosters learning and change.
- Consider complex issues affecting patients and their families care and experience across the Trust that directly inform relevant Education Programs
- Interact with other Education Partners and staff in a multi-professional meeting format.
- Support the Education Partners putting forward ideas for the improvement of Education across TSDFT and work with staff to put these in place.
- Receive and read Education program content (this may also involve attending some programs as part of a review), and provide appropriate feedback
- Attend Education User Group meeting
- Completing training and development required of the role.
- Meet with the Culture and Inclusion Clinical Development Lead to review themes and feedback.
- Reviewing feedback from learners
- Reviewing learning outcomes and content of programs
- Being an active member of Education groups

The skills you need

- You will have the opportunity to be an advocate for staff and patients with a passion for equity and inclusive practices. Therefore, you will need to have the confidence to communicate well verbally with people at all levels of the organisation, as an advocate for patient safety, improving patient experience and inclusive healthcare
- You will be attending Education Group meetings which may involve senior personnel from across the Trust including Governors, the Chairman of the Board and Non-Executive Directors, doctors and support staff. Therefore, having the confidence to say what you think is important to the role as we rely on honesty to improve our services.
- You will need to have an awareness of the range of experiences and perspectives that different people within our communities might have. For example, what you hear might mean from people who find it difficult to access health services because of their socio-economic issues, existing health conditions or accessibility needs.
- You will be engaging in and listening to complex and sometimes challenging information that affect patient care in the Trust, being analytical and non-judgemental is crucial to this role. This includes maintaining confidentiality of our patients and staff.
- Varying time will need to be dedicated to reading meeting papers and to attend meetings to discuss information about patient safety as and when needed (for example a meeting may be 3 hours).
- You will be engaging with a broad range of people within our communities to understand their experiences and needs to inform training and education. Therefore, you will need an understanding of and a broad interest in Education, patient safety and inclusive healthcare
- There will be a need to have basic technology skills, e.g. in using email, MS Teams, and opening and using Word documents etc.

What's in it for you

- Being part of a team
- Contributing to the important role of patient safety within the hospital
- Gain new skills or use existing ones
- Enhance your CV
- Support your community and hospital.
- Meet new people

Disclaimer

Following your successful application, you will be invited to an interview and you may be asked some questions in relation to our current Infection, Prevention & Control guidance - this may impact on which roles we can place

you in. Most roles are subject to a DBS check and two satisfactory references being provided.