

Volunteer Role Description and Useful Information

Role title	'Vaccination Programme Support' 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>Tasks may be indoors or outdoors and could include any of the following:</p> <p>Outdoor Marshal tasks:</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 <p>Indoor Steward tasks:</p> <ul style="list-style-type: none"> • To act as an observer of the people in the post jab observation area • To prompt people to leave when their 15 mins is up and direct to exit • To raise any concerns about patients wellbeing with clinical team on duty • Link with marshals in drop off car park if any support needed to get back to car • To wipe down chairs in observation area as they are vacated

	<ul style="list-style-type: none"> • To ensure availability of hand sanitiser at hub entrance and dispose of any empty bottles • To wipe down / reposition chairs in pre jab waiting area as vacated • Help move porter chairs back to waiting area at hub exit and wipe down after use • To help keep the staff room / refreshments table tidy and take any non-clinical rubbish to the utility store. • Fill kettles and ensure availability of refreshments as clinical team take breaks • To periodically check in on the outdoor marshals and take a round of drinks out to them
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 • Observant and alert to tasks that need doing using own initiative • 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 • Able to support people for short distances with walking or moving wheelchairs • High visibility vests to be worn at all times
Training and support available	You will receive an induction and basic training for the role. The team lead will be on hand for advice and support.
Other information Age Restriction?: DBS Check?	<p>Age Restriction: Over 18 years</p> <p>DBS Check: Preferable but not essential</p> <p>Disabled Access – Yes</p> <p>Volunteer Expenses – Yes - to be discussed</p>

What to expect on the day:

- Volunteers will operate in teams during your shift
- Volunteers may be asked to undertake a range of duties including indoor and outdoor tasks, see 'What will you be doing' section of the volunteer role description for more details
- Volunteers will need to bring weather appropriate clothes for outside e.g. warm/waterproof coat etc.
- Volunteers will need to arrive at site 15 minutes before the start of shift to receive a briefing

- There will be a designated area for refreshments – please take any food and drink with you
- Please take a facemask with you, although additional PPE may be offered at the site
- No formal training is required but full support will be given at all times during your shift.

Advice on infection control:

Best Practice: How to hand wash, step by step images, Steps 3-8 should take at least 15 seconds.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/886217/Best_practice_hand_wash.pdf

Best Practice: How to hand rub, step by step, images.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/886216/Best_practice_hand_rub.pdf