

## Role Description

Role Information		
	Job Title:	Radio Broadgreen Volunteer Broadcaster
	Directorate / Service:	Volunteer Services Department
	Accountable to:	Volunteer Services Manager
	Reports to:	Radio Broadgreen Station Manager
	Base Location:	Royal Liverpool & Broadgreen University Hospital Trust
	ESR Position Number:	

Role Summary
<p>Volunteers provide additional, informal, lay support for patients and their families, and introduce a valuable sense of community which leads to important improvements in patient experience. The presence of volunteers brings an extra dimension to the culture and environment of the Trust and provides a vital connection between the Hospital and those communities it seeks to serve.</p> <p>Volunteers extend the skills and the scale of the human resources available within the organisation and provide the opportunity to deliver a broader range of services. They offer a caring connection to patients and visitors in ways that transcend the purely clinical.</p> <p>A diverse volunteer network brings the benefits of a broader range of skills, expertise and knowledge to the Multidisciplinary Team.</p> <p>Radio Broadgreen started broadcasting in October 1983, the organisation is a registered charity – The Liverpool Hospital Broadcasting Service (LHBS) and is governed by its Constitution. The organisation is self-financed largely through public donation.</p> <p>The Radio Broadgreen Volunteer Broadcaster is a key role in the organisation- providing the first impression of the Trust and providing an essential and valued service.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> <li>• It is important that volunteers arrive on time- any absence or lateness should be reported to the Radio Broadgreen Station Manager.</li> <li>• The key responsibility for Volunteer Broadcasters is to broadcast radio programming at a high standard, providing a consistent and regular commitment to the Service.</li> <li>• Volunteer Broadcasters must always support the Charity as per its Constitution and adhere to the Charity's Rule &amp; Regulations and those of the Hospital Trust.</li> <li>• Volunteer Broadcasters must provide radio programmes appropriate to LHBS/Radio Broadgreen guidelines.</li> <li>• Volunteer Broadcasters must always adhere to OFCOM broadcast guidelines.</li> <li>• Volunteer Broadcasters must work collaboratively with other members of the team and support other staff as/when required.</li> <li>• Volunteer Broadcasters must provide fundraising support as/when required.</li> <li>• Volunteer Broadcasters will occasionally be required to attend team meetings for service</li> </ul>

<p>development or dissemination of information- this is in addition to the time volunteered.</p> <ul style="list-style-type: none"> <li>• Volunteer Broadcasters must present a professional image at all times.</li> </ul>
<p><b>Key responsibilities</b></p>
<p>Volunteer Broadcasters must be aged 18 and over.</p> <p>Volunteer Broadcasters need to be available to volunteer for a minimum of two hours a week,</p> <p>Volunteer Broadcasters must be friendly, polite, caring and compassionate.</p> <p>Volunteer Broadcasters need to be reliable, honest and punctual.</p> <p>Volunteer Broadcasters need to be able to work within their role and organisational boundaries.</p> <p>Volunteer Broadcasters must work in collaboration with staff and other volunteers</p> <p>Volunteer Broadcasters should have a professional attitude towards patients, visitors and Trust Staff</p> <p>Volunteer Broadcasters are asked for a minimum of 12 months commitment to the Service.</p> <p>Volunteers must adhere to all Trust policies and procedures pertinent to their role</p>
<p><b>Clinical Governance / Quality</b></p>
<p>Volunteer Broadcasters will report directly to the Radio Broadgreen Station Manager. The Trust Volunteer Services Department will maintain overall management responsibility</p>
<p><b>Education and training development</b></p>
<p>All Trust Volunteers must complete the bespoke Volunteer Induction Training which includes;</p> <p>An introduction to the Trust- values and objectives.</p> <p>Mandatory Core Skills Framework – Infection Control, Safeguarding, Information Governance, Equality &amp; Diversity, Health &amp; Safety, Conflict Resolution, Manual Handling and Fire and Safety.</p> <p>Communication Skills</p> <p>A local induction and role specific training will be provided by the Radio Broadgreen team.</p>
<p><b>Equality and Diversity</b></p>
<p>It is the responsibility of every member of staff and volunteers to understand our equality and diversity commitments and statutory obligations under current equality legislation including the Disability Discrimination Act 2005, the Equality Act 2006 and the Race Relations (Amendment) Act 2000 and to:</p> <p>Act in ways that support equality and diversity and recognises the importance of people's rights in accordance with legislation, policies, procedures and good practice.</p> <p>Valuing people as individuals and treating everyone with dignity and respect, consideration and without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices in working with others and delivering appropriate services.</p> <p>Recognise and report behaviour that undermines equality under Trust policy.</p>

Be consciously aware of own behaviour and encourage the same levels of behaviour in colleagues.

Acknowledge others' different perspectives and recognise the diverse needs and experiences of everyone they come into contact with.

With the support of managers develop an equality and diversity objective through the personal development review process.

#### Infection Prevention & Control

All staff and volunteers will adhere to infection control policies and procedures at all times and carry out role specific duties as per roles and responsibilities.

#### Confidentiality

Confidentiality/Data Protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours). All staff and volunteers should ensure that they are familiar with and adhere to all Trust privacy, confidentiality and security policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action taken.

#### Freedom of Information

In accordance with Freedom of Information and other associated legislation, the Trust may be required to make public recorded information available upon a request, or do this as part of a publication scheme. Please note, that in your public role, your name or job role may be contained in a document that is published in accordance with such legislation.

#### Health and Safety

All employees and volunteers have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with the Trust in meeting its statutory requirements.

#### Safeguarding Children and Vulnerable Adults

All trust employees and volunteers are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults. Familiarisation with and adherence to trust Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.

#### IT Skills

All staff and volunteers are expected to have or to gain a minimum of basic level IT skills to

enable them to use the Trust IT systems to support Trust services and needs. All staff and volunteers should be familiar with relevant IT systems and security policies and procedures.

**Professional Responsibility**

Volunteers should have a friendly and polite attitude towards patients and visitors. They should have a smart appearance and the ability to communicate with patients, visitors and Trust staff effectively.

**Financial Responsibility**

Safe and careful use of equipment and efficient use of resources

**Change of Role Description**

The duties outlined above are not intended to be exhaustive and may change as the needs of the department alter in line with current agendas. This role description must not be amended without approval by the Volunteer Services Department.

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### Person Specification

<b>Role Title:</b>	Radio Broadgreen Volunteer Broadcaster
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Person Specification				
	Qualifications	Essential	Desirable	Assessment
1	No specific qualifications are required for this role, although any relevant qualifications should be detailed on the application	N/A	N/A	N/A
	Experience	Essential	Desirable	Assessment
	Previous volunteering or experience of working in a health or social care environment is not required for this role, although any relevant experiences should be detailed on the application.	N/A	N/A	N/A
	Skills	Essential	Desirable	Assessment
1	Good interpersonal skills. The ability to be friendly, polite and caring with patients, visitors and Trust Staff.	E		
2	To be reliable, honest and punctual.	E		
3	To be able to work within role and organisational boundaries.	E		
		E		
4	To embody the Trust Values of being patient centred, professional, open and engaging, collaborative and creative	E		
5	To exercise confidentiality and discretion	E		