Patient Survey Volunteers (Adult Mental Health)

Cardiff & Vale University Health Board: Voluntary Services
Various locations, Cardiff Third Sector Council

**Features:** Public transport nearby, Training provided, Expenses paid, Suitable for young people, MV award recognition

**Categories:** Older People, Disability and Health, Hospitals and Hospices, Mental Health

Volunteers of age 18+ required to help collect patient survey data in order to assess patient experience of services. There are a number of openings for this role in a number of different areas both community based and within an inpatient setting. Within inpatient settings volunteers will be required to visit Adult Mental Health wards regularly to encourage and support patients to complete questionnaires. Within Community Mental Health Teams volunteers will be required to approach service users in the waiting area and ask them to complete surveys. Common to both settings is the requirement that volunteers are confident in speaking to service users and are friendly and empathetic. This is a very important role and one that provides volunteers with good experience of engaging with service users in a

**Premises type:** Hospitals & Clinics

**Public transport:** Various locations

**When**

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**Is this role flexible?**

**Min hours expected per week:** 4 hours

**Min period of commitment:** 6 months
**Checklist:**

Working with children and/or vulnerable adults

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**Skills**

**Requirements:** To be confident when communicating with service users, visitors, staff and general members of the public. To be committed and reliable. To be enthusiastic about the aims and work of Cardiff and Vale UHB. To display levels of empathy and understanding at all times. To understand the importance of confidentiality and following procedures.

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**Support offered:**

- Induction
- One to one supervision
- Peer support

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**Volunteers will be carrying out the activities:**

- Alone
- With other volunteers

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**Training provided:** Health Board Induction. Additional training is provided if deemed necessary.

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**Process**

**Age requirements:** 18+

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**Selection procedures:**

- Application form
- Formal interview
- References
- Disclosure and Barring Service (DBS) Check

**Selection details:** Occupational Health screening

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"Out of pocket" expenses refunded for the following:

- Transport