**Volunteer Role Outline**

The Community Wellbeing Hub (CWH) based in the Atrium at the Royal United Hospital supports residents across Bath and North East Somerset and Wiltshire to access a range of organisations that provide services to help immediate health, and a person’s future health and wellbeing. Age UK is the lead CWH partner. Volunteers will be managed by Age UK.

**Title / Position:** Community Wellbeing Hub (CWH) Atrium Connectors

**Aim:** is to provide patients, carers, family members support, signposting and information on services available they are able to access. Volunteers will create a safe space for one-to-one conversations.

**Activities include:**

* Communicating with the public and discussing, sometimes, sensitive issues.
* Advising and signposting people to the appropriate CWH organisation.
* Making referrals via the CWH professional’s form.
* Handing out leaflets and promoting the CWH partners.

**Commitment Required:**

* Estimated weekly commitment: 3 hours per week minimum.
* Days and times of volunteer activity: Mon-Fri 10am-12pm or 12pm-3pm
* Length of commitment: Ongoing
* Willingness to attend training and events offered by Age UK B&NES and CWH partners.
* This role requires a full Disclosure and Barring Service (DBS) check.

**Volunteering Location:** Royal United Hospital (RUH) Bath.

**Skills and Experience sought:**

* Excellent Communication Skills.
* Understanding of confidentiality and GDPR.
* Positive attitude able to empathise with the needs of people.
* Patient, sensitive and reliable
* Desire to support people.

**Volunteer Benefits and Training:**

* Induction to include training in boundaries, safeguarding and GDPR
* An introduction to Age UK Bath and North East Somerset and their services.
* An introduction to the Community Wellbeing Hub partners
* Regular support & supervision