

### Dental HealthCare Team Volunteer Role Description

DEPARTMENT:	<b>Dental HealthCare Team</b>
ROLE:	<b>Dental Volunteer</b>
LOCATION:	<p><b>Cambridgeshire:</b> Brookfields Dental Clinic – Cambridge, North Cambs Hospital - Wisbech or Hinchingsbrooke Hospital – Huntingdon.</p> <p><b>Peterborough:</b> Peterborough Dental Access Centre</p> <p><b>Suffolk:</b> Bury St. Edmunds Dental Clinic, Ipswich Dental Clinic</p>
PURPOSE:	<p>Dental HealthCare is a specialised NHS dental service in the community in Cambridgeshire, Peterborough and Suffolk. The team provide urgent dental care, special care dentistry, minor oral surgery and oral health improvement training and awareness sessions.</p> <p>This volunteer role will support the Dental HealthCare Team to ensure that patients attending appointments have a positive experience and are compliant with infection control measures, as well as assisting with admin tasks and supporting staff during the working day.</p>
DESCRIPTION OF RESPONSIBILITIES / ACTIVITIES:	<p>Contact patients prior to their appointment to encourage attendance and ask any necessary pre-screening questions.</p> <p>Welcome patients, signposting them to the correct department, and encouraging them to carry out infection control safety measures.</p> <p>Support and reassure patients who may feel apprehensive about their appointment.</p> <p>Encourage completion of Friends and Family Test Questionnaires – either at appointment (including assisting patients with the use of iPad's) or by telephone afterwards.</p> <p>Help collate resource packs for oral health settings.</p> <p>Assist the Dental HealthCare Team with admin tasks such as preparing leaflet and letter packs, and restocking literature</p>

	<p>Support the wellbeing of Dental HealthCare Team throughout their working day by providing them with drinks if they are too busy to do this.</p> <p><b>Volunteers are required to:</b>          Volunteer in a safe and non-discriminatory way          Follow the Trust policies and procedures.          Maintain confidential information.</p>
<p>TRAINING AND SUPPORT:</p>	<p>Volunteers will receive training and be supported in their role by the Dental HealthCare Team.          The Volunteer Team will complete required recruitment checks and provide ongoing support as needed to the volunteer and the Dental HealthCare Team.</p> <p>In line with the Trust Policy, volunteers are required to complete mandatory training every year.</p> <p>Volunteers will be covered by our public liability insurance.</p>
<p>OTHER INFORMATION:</p>	<p>Volunteering commitment – expected to be 3.5 hours per week (9-12.30pm or 12.30-4pm), with the option for more hours if desired. Hours can be spread flexibly according to the needs of the service and availability of the volunteer.</p> <p>Volunteers for this role should be over 18 years of age.</p> <p>We ask for a minimum of 6 months volunteering commitment.</p> <p>Reasonable out of pocket expenses (such as travel) will be reimbursed by the Trust.</p> <p>Volunteers will require a standard DBS check for this role, this will be undertaken at no cost to the volunteer.</p> <p>Volunteers will be provided with an ID badge to wear at all times when volunteering.</p>