

Role	Talk and Listen volunteer
Purpose	Working across the Trust talking and listening to patients and carers about their experiences of LPT services. You will be buddying up with staff from the Patient Experience Team to collect Friends and Family test data. The location will be at various bases across the Trust covering Leicester, Leicestershire and Rutland, and will be allocated based on your choice. This information helps services to drive quality and patient experience in services and is part of a wider programme of quality improvement work across the Trust.
Base	Stewart House and Mill Lodge The Rise, Narborough, Leicestershire. LE19 4SL.
Hours	Flexible (please note a 6 month commitment is required for this role) Feedback sessions will take place in 3-4 hour blocks This role will be reviewed on a 3 monthly basis
Reports to	Ward Manager
Key Tasks	• Attendance of wards based at Stewart House. • Facilitate (with support) patient/carers to complete FFT. • Support patients and carers with reading, writing and recording their reply to specific questions, either in writing or via an electronic device. • Input views and ideas relating to process required to capture this feedback. • Liaise and share any advice to the manager within that area or the Patient Experience Team
Person Specification and Requirements	• Age 18+ is a requirement for this role. • Some experience and knowledge of mental health is required for this role. • Good communication skills including reading and conversing with a wide range of people. • Able to follow instructions • Willingness to help and work to time targets • Punctual and reliable • Able to work independently and as part of a team • Understanding of need for confidentiality • Must have access and be able to use emails. • Commitment to uphold trust core values and NHS policies • To take part in training essential for the role • To attend and take part in meetings/updates with Patient Experience Team
Training and	• Trust Mandatory Training • Role relevant training

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Support Needs	• Disengagement training • Local trust induction and orientation • Any other training as specific by the trust An enhanced DBS is required for this role. This is processed free of charge for volunteers.
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