Role	Feedback volunteer
Purpose	As a Feedback Volunteer, you will help Leicestershire Partnership NHS Trust (LPT) gather valuable feedback from patients, service users, carers and visitors. By supporting a range of feedback and engagement activities, you will help ensure that people's experiences and views are heard and used to improve services, patient experience and quality of care across the Trust.
Base	Coalville Community Hospital, Broom Leys Road, Coalville, Leics, LE67 4DE
Hours	The time commitment for this role is flexible and will depend on both volunteer availability and service requirements. Opportunities may range from a few hours each month to more regular volunteering sessions
Reports to	Patient Experience & Involvement Team Designated supervisor at the site
Key tasks	Tasks may include the following: • Engage with patients, service users, carers and visitors in a friendly, respectful and professional manner. • Encourage individuals to share their experiences and opinions about Trust services. • Support the collection of feedback through surveys, questionnaires, conversations, digital platforms and engagement activities. • Explain how feedback contributes to service improvement and patient experience. • Assist people who may need additional support to provide feedback, including those with communication needs, disabilities or language barriers. • Help promote opportunities for patients, service users and carers to become involved in shaping services. • Support patient experience and engagement events, campaigns and initiatives. • Maintain confidentiality and professional boundaries at all times. • Report any safeguarding, welfare or safety concerns immediately to an appropriate member of staff. • Signpost individuals to relevant services or staff members where appropriate. • Act as a positive ambassador for LPT and uphold Trust values.
Person Specification and Requirements	• Friendly, approachable and welcoming. • Good listeners with effective communication skills. • Respectful, empathetic and non-judgemental. • Comfortable speaking with people from diverse backgrounds. • Reliable and able to commit to agreed volunteering sessions. • Confident using basic digital devices or willing to learn. • Able to work independently following training and support. • Committed to confidentiality and professionalism.

Training and Support Needs	• Trust Induction • Local induction • Core mandatory training • Communication and engagement training • Patient experience and feedback training • Disengagement training (may be required for some locations) • Any other training, as required An enhanced DBS is required for this role. This is processed free of charge for volunteers