EXAMPLE ROLE DESCRIPTION

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| **Volunteer role** | Prescription Delivery Volunteer |
| **Purpose of the role** | To collect and deliver prescriptions to people who are self-isolating due to COVID-19 |
| **Where you will be located** | You will cover the XXXX area  |
| **The role will typically involve the following tasks** | * You will receive an email or text message from the Co-ordinator with the details of the recipient include their name and address and contact details.
* Check with the isolating person which GP/Pharmacy the prescription/s needs to be collected from, what medication they are expecting and their name address and date of birth (as this may be required to collect the prescription). Check if they usually pay for their prescriptions and agree a time for you to deliver the medication.
* Collect the prescription as agreed – usually this will be an electronic prescription that is sent straight to the Pharmacy. (Occasionally you may need to collect a paper prescription from a GP surgery you will need to get them recipient to complete part 1 of the form and you will then complete part 2 and 3 on collection).
* Observe social distancing whilst collecting the medication (you may need to wait outside the premises or ring the GP surgery on arrival to gain access).
* On collecting the medication check any special requirements from the Pharmacist, for example some medication needs to be kept in the fridge. Take some ID with you in case they request to see it. Ensure you have collected all items listed on the prescription/s.
* Take the medication straight to the recipient – do not leave the medication unattended, do not open the bag and do not pass it on to anyone else (any medication that should be stored in a fridge should be kept out of direct sunlight).
* When you arrive at the recipients house, use hand sanitiser if possible and then leave the medication on the doorstep. Move back to a safe distance and ring or text the recipient to let them know the prescription is ready to retrieve. Wait until they have collected the medication and pass on any information from the Pharmacist such as any special storage instructions.
* Tell the recipient to dispose of the bag and then wash their hands thoroughly.
* If they have any questions regarding dosage etc. tell them to ring the Pharmacist.
* If the recipient does not answer the door and cannot be contacted then contact your Co-ordinator – medication that is not delivered should be returned to the Pharmacy.
* Once you have completed the task text/email your co-ordinator to let them know you have completed the task. If you had to pay for the prescription, email them a copy of the receipt (this could be a photo taken on your phone) which will be reimbursed into your bank account.
* You will not be handling or sharing money with the person you are helping for safeguarding and infection control reasons.
* Wash your hands thoroughly (for at least 20 seconds) before and after carrying out your volunteering activity, following government guidelines to help minimise any risk of infection.
* If you, or any members of your household, have any coronavirus symptoms you should not do any volunteering. Instead you should call or email us as soon as possible so we can cancel your volunteering and offer you any support you might need.
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| **We are looking for people with the following qualities** | * Reliable and Trustworthy – remember that a person’s health may be at risk if they don’t receive their medication in time.
* Friendly and approachable manner
* Ability to follow strict health and safety procedures
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| **What we will provide to support you** | A Safeguarding briefing.An Introduction to infection control e-learning.A key contact you can ring if you need any help or have any queries. |
| **KEY CONTACTS** | The Mutula Aid Co-ordinator tel. xxxxxxKirklees Council COVID-19 Helpline tel. 01484 226919Gateway to Care (reporting safeguarding concerns) tel: 01484 414933In an emergency tel. 999 |

Please read these Kirklees Safeguarding factsheets before you start volunteering:

Safeguarding adults at risk: <https://www.kirklees.gov.uk/beta/adult-social-care-providers/pdf/ksab-1-adult-abuse-summary.pdf>

Kirklees child safeguarding factsheet: <https://www.kirkleessafeguardingchildren.co.uk/wp-content/uploads/2019/10/Reporting-child-abuse-CM3219.1.pdf>

**EXAMPLE CODE OF CONDUCT OR ‘DOs and DON’Ts’**

We want to keep you and the people you are helping safe. We are helping people who are in a vulnerable situation and may be at risk of abuse or criminal activity. Please follow our simple code of conduct. If you are unable to follow our code of conduct then you will not be able to volunteer with us. Any criminal activity will be reported to the police and all safeguarding concerns will be reported to Kirklees Council.

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| **Things you should NOT do (for the safety of yourself and others)** | * Don’t post the medication through the letterbox as it could be picked up by a child or pet
* Do not enter the home of the person you are helping, or provide any personal care
* Do not offer to administer any medicines or provide any advice on medication
* Do not accept any gifts or money from the recipient
* Do not share the recipients personal details with others or on social media
* If a situation feels risky, don’t continue – let your Co-ordinator know the issues.
* Do not volunteer under the influence of drugs or alcohol
* Avoid use of public transport whilst volunteering (if you have to, then use strict cleaning regime of hands and goods afterwards)
* Don’t take on too much – if you find that you are no longer able to continue your volunteering that’s fine, just let us know.
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| **Things you should do** | * Tell us if you have any concerns or queries
* Follow the infection control guidelines
* Keep in touch with your Local Co-ordinator and let them know when you have completed a task
* Inform us if you develop any COVID-19 symptoms and stop volunteering immediately
* Treat everyone with dignity and respect
* Share any ideas on how we can do things better.
* If you have any safeguarding / welfare concerns then please report them the same day using the Gateway to Care number.
* If you spot any criminal activity contact the police.
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