



Royal Cornwall Hospitals  
NHS Trust

# CORNWALL COVID-19 VACCINATION PROGRAMME



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#RCHTJobs

# AN OVERVIEW



The highly anticipated COVID-19 vaccination programme was launched by RCHT on Wednesday 9<sup>th</sup> December. Vaccines protecting against COVID-19 will be our best defence against the virus alongside effective social distancing, wearing a mask and washing your hands. Vaccinating thousands of people as quickly as possible is an enormous task that will require a large workforce of volunteers.

The Cornwall COVID-19 mass vaccination sites are set to open towards the end of January and early February 2021.

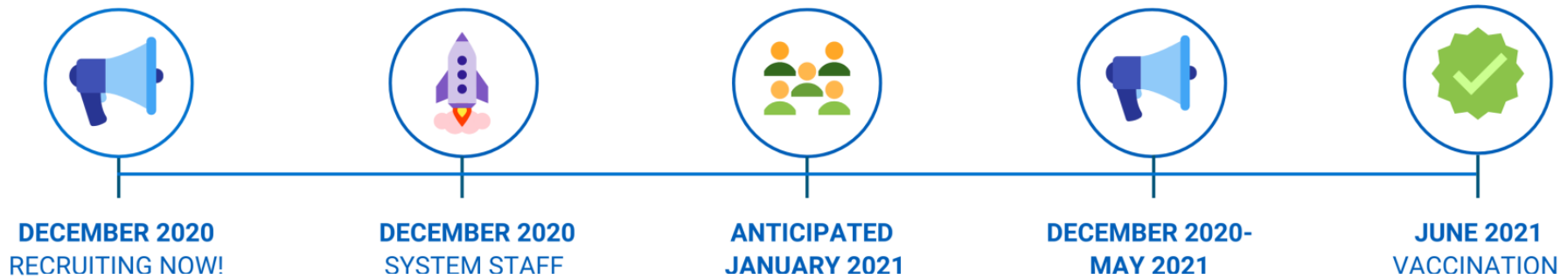
There is currently an urgent need for a large workforce of volunteers to provide support to these sites, ensuring they operate smoothly. Volunteer Cornwall is the chosen organisation to recruit volunteers for this initiative. Please complete the Expression of Interest link on page 7.

We have put together this information pack to let you know more about the vaccination programme and the volunteer role. Volunteers helping with the vaccination programme will receive all the appropriate information prior to starting.

Due to the ongoing publication of national guidance, the information contained within this document may be subject to change. We will keep you updated with any changes as they emerge.

Thank you once again for your interest and support.

# COVID-19 VACCINATION PROGRAMME TIMELINE



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## VACCINATION SITES



**STITHIANS  
SHOWGROUND,  
STITHIANS**



**EAST CORNWALL  
VACCINATION SITE  
LOCATION TBC**

# VOLUNTEER ROLES

The main aim of the volunteer roles will be to ensure patients are where they are supposed to be and are ready for their vaccine, as well as providing support and reassurance. As a volunteer, you will be the face of voluntary services to patients, public and staff. Your role is very visible and valuable.

**Please note, volunteer roles involve supporting patients either inside or outside and assisting around the site. Due to the nature of the role, volunteers will need to be at least 18 years of age. Please note you will be working under supervision.**

## **Roles and responsibilities of volunteer stewards & hosts:**

- Wear PPE as appropriate.
- Ensure that you undertake hand hygiene and observe social distancing.
- Provide a friendly welcome to people.
- Sign in at the beginning of your shift.
- Support the COVID-19 Vaccination Programme by safely directing patients to the entrance of mass vaccination sites.
- Ensuring efficient patient flow management outside the mass vaccination sites and allocated car parks.
- Provide site guidance and ensure car parking spaces for patients are maintained, directing patients as required and preventing blockages.
- Convey patients in wheelchairs between the car park and mass vaccination site entrances (training provided)
- Welcome patients onto site and help answer any questions they may have.
- Help ensure that all items and surfaces are appropriately wiped down and cleaned.
- Possible help to ensure bollards and cones are in the correct position.

Personal qualities:

- Have a helpful and caring manner, offering a warm welcome to patients entering the site.
- Good communication skills with an ability to react quickly.
- Reliable and trustworthy and able to respect patient confidentiality.

# SHIFT TIMES AND DRESS CODE

The shifts for the mass vaccination site volunteer roles will be broken down into three 4-hour time slots:

- Morning (8am-12pm)
- Afternoon (12pm-4pm)
- Evening (4pm-8pm)

We are looking for volunteers that can make a regular commitment of a minimum of 4 hours per 7-day week (16 hours per month) for the duration of this project. (Ideally more!)

Whilst regular weekly shift patterns would be beneficial, there is no requirement for volunteers to work the same shift pattern every week. You can of course be flexible and pick your shifts to fit around any pre-existing commitments you may have.

As we are aiming to recruit up to 30 volunteers per day, per site, we would appreciate some consistency in your shifts as much as possible.

## **Dress code:**

Given that the steward role is outside and that the host role is in a marquee, all volunteers should dress appropriately for a range of weather conditions, as we know that the weather can be variable at this time of year.

- Comfortable, durable footwear – no heels
- Plenty of warm and waterproof clothing, suitable for all weather conditions
- Please note that high visibility outerwear will be provided

# SUPPORT AND SUPERVISION

Each mass vaccination site will have a Site Commander to coordinate operations and make sure everything runs smoothly (they are also trained first responders). During shifts, volunteers will be supervised by the Site Commander or their team and should report to this individual at the start of each shift.

Volunteer Cornwall is the Volunteer Coordinator and will facilitate the booking of volunteer shifts and will be the point of contact for volunteers should they need to cancel any shifts. We are considering an online rostering solution and log in details will be circulated as necessary.

Volunteer Cornwall will act as the main point of contact for volunteers, liaising with the Site Commanders to provide the link between volunteers and the mass vaccination sites. Any questions or concerns that volunteers may have should be directed towards Volunteer Cornwall.

The contact details for Volunteer Cornwall: [massvaccination@volunteercornwall.org.uk](mailto:massvaccination@volunteercornwall.org.uk) 01872 266992.

# NEXT STEPS

**We can't wait to have you join us on our exciting and vital COVID-19 vaccination programme!**

**Step 1**

Please complete an expression of interest form by following this [link](#). This is to ensure we have the same data for all interested applicants in one central database.

**Step 2**

You will be contacted by a member of our team who will talk you through the next steps. This will also give you the opportunity to ask any questions you might have.



# FREQUENTLY ASKED QUESTIONS

## **Where will I be working?**

There are two mass vaccination sites across Cornwall as indicated earlier in this document – one in Stithians and one in East Cornwall – site location TBC. Please note there are no public transport links to mass vaccination sites, so volunteers will be expected to make their own travel arrangements, with car parking provided on-site.

## **Can I claim expenses?**

As a volunteer, you are entitled to claim reasonable travel expenses for direct journeys to and from the mass vaccination site to which you are allocated. To be eligible for an expenses claim you will need to volunteer for a minimum of a 4-hour shift and you can claim up to a maximum of 50 miles per round trip. Further information regarding how to claim expenses will be communicated during your induction process.

## **How do I book shifts?**

The Volunteer Coordinator will provide you with information on how to book onto volunteer shifts.

## **Can I work flexible hours?**

Each shift is fixed in length at 4-hours, with 3 shift slots available per day between the hours of 8am and 8pm (8am-12pm, 12-4pm and 4-8pm), 7 days a week. We ask that you make a regular commitment of a minimum of **one 4-hour shift per week** (16 hours per month) for the duration of your availability.

## What training do I get?

The requirements for the volunteer steward and host can be found on page 3 of this document. Further information will be e-mailed out to you before you start.

## What facilities are available at the mass vaccination sites?

Each mass vaccination site is equipped with toilets, hand washing facilities and Wi-Fi access. To ensure the site is as COVID secure as possible, RCHT are unable to supply volunteers with refreshments and hot drink making facilities. This is since the new COVID-19 variant is thought to be 40% more transmissible by touch than the original variant. In order to ensure the safety of all staff and patients visiting the mass vaccination sites, **we ask that you bring with you all the food and drink you require for your shift.** There are also no storage facilities for food and drink. You therefore need to either leave food and belongings in the car or carry anything you need in a backpack or other suitable bag. This information will be covered in further detail during induction.

## Will I get a uniform and personal protective equipment (PPE)?

Uniform will not be provided, so volunteers are advised to bring plenty of warm and waterproof clothing. This is particularly important given the cold and wet weather we experience throughout the winter months. Full details regarding high visibility clothing and identification documents will follow upon appointment. All necessary personal protective equipment (PPE) will be provided to volunteers at the mass vaccination sites, this information will be covered in further detail during induction.

Please contact [massvaccination@volunteercornwall.org.uk](mailto:massvaccination@volunteercornwall.org.uk) if you have any questions.

**Thank you again for your interest in supporting this life changing programme.**