



Volunteer Role Description - Testing Receptionist (Rapid Testing Centre)

Background to Rapid Testing Centres

Rapid Testing Centres have been set up by Shropshire Council and Telford & Wrekin Council across the County to provide a rapid testing programme for COVID-19 using a technology called lateral flow tests – that gives results in around 30 minutes, without the need for laboratory processing.

People invited for a lateral flow test will be those who work in certain key professions who do not have COVID-19 symptoms. The aim is to identify asymptomatic people to reduce the spread of the virus.

Summary Role Description - Testing Receptionist

To be the first point of contact for individuals arriving at the Rapid Testing Centre for their Covid-19 lateral flow test.

Main tasks:

- Meeting and greeting individuals arriving for their lateral flow test.
- Confirm the person's appointment
 - Issue them with a testing bar code.
 - Add the bar code details to the registration system.
- Issue the test kit and signpost to the testing area.
- Provide support if anyone is anxious.
- Adopt a courteous, friendly and professional manner at all times.
- Ensure individuals maintain a 2 m social distancing; use hand sanitiser and wear face covering/mask.

Training and Support

You will be part of a team made up of paid staff and volunteers and led by a team leader who is trained in all of the roles and will provide you with on the job support and supervision. You will be provided with training and volunteer pack relevant to your role. You will be entitled to claim reasonable expenses linked to your shift including mileage costs at HMRC rates or travel via public transport, car parking charges and subsistence costs of £5 for a meal that can be claimed for any 6 or 12 hour shift.

Health & Safety

Detailed risk assessments have been carried out by the Local Authority for the Rapid Testing Centre. You will be provided with appropriate training, PPE, face masks, access to handwashing/sanitiser and clear instructions to minimise the risk to your health and safety and that of any other person who may be affected by your acts or omissions.

Volunteer Responsibilities

As a volunteer it is your responsibility to:

- Work within the role description.
- Complete any training relevant to your role.
- Adhere to local authority policies and procedures including health and safety, infection control and confidentiality.
- Engage with support and supervision arrangements.
- Maintain the confidential information of the organisation and individuals attending the rapid testing centre.
- Ensure that you follow UK government advice regarding Covid-19.
- Meet the time commitments and standards which have been mutually agreed.
- Report any concerns or observations to your team leader, who will act upon the information in line with current legislation and their employer's policies.



Volunteer Role Description – Results Recorder (Rapid Testing Centre)

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People invited for a lateral flow test will be those who work in certain key professions who do not have COVID-19 symptoms. The aim is to identify asymptomatic people through various sources - for example through employers to reduce the spread of the virus.

Summary Role Description - Results Recorder

To support individuals to record their lateral flow test results, once received by the test assistant (paid role).

Main tasks:

- To receive the test results from the Tester's check.
- Record the results onto the monitoring application.
- Ensure individuals maintain a 2 m social distancing; use hand sanitiser and wear face covering/mask.
- To guide individuals to the exit after their test.
- Adopt a courteous, friendly and professional manner at all times.

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NHS Covid-19 Vaccination Centres

To help support local NHS services to deliver a large-scale vaccination programme without significantly impacting on other vital services, we are recruiting volunteers who can provide practical support to the vaccination Centres.

People attending the NHS Covid-19 Vaccination Centre must not have COVID-19 symptoms and will be required to maintain 2 metre social distances, wear masks and use hand sanitiser.

Summary Role description – Vaccination Marshal

Main Tasks

- Meeting and greeting members of the public arriving for their vaccinations.
- To signpost and guide members of the public through the Vaccine Centre.
- Provide support if anyone is anxious.
- To direct members of the public into available vaccine pods and advise on preparing themselves for the vaccination i.e., taking off any coats etc.
- To guide members of the public to the monitoring area after receiving the vaccine.
- To guide members of the public to exit after completion of the required observation period post vaccination.
- As appropriate volunteers can escort clients around the outside of the building once they have had their vaccine.
 - **NB.** Volunteers should only escort clients who are mobile. Volunteers will not be asked to wheel chair clients to their vehicle or other transport.
- To support the cleaning of general areas within the Vaccine clinic, where needed.
 - **NB.** Volunteers will not be asked to dispose of clinical waste e.g., sharp bins etc

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Summary Role description – Vaccination Marshal Carparking

As a volunteer Car Park Marshall, you will work as part of a dynamic team in delivering a safe and effective service for the delivery the COVID-19 vaccine. The post holder will undertake a supportive role under the supervision of the team leader.

Main Tasks

- Ensure smooth arrival onsite of those coming for vaccination, staff required for operation of the site and logistics providers (both for site setup and ongoing use of vaccines and consumables).
- Direct individuals to the appropriate site entrance and direct traffic if necessary.
- Support with patient flow.
- Manage exit flow, ensuring that social distancing guidelines are respected.
- Assist in the prevention of overcrowding by ensuring the crowd limits in various parts of the ground are complied with.

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