



ROLE PROFILE

Role	Youth Voice Council (YVC) Champion <i>Please note: This role is open for anyone aged 16 to 24 years old</i>
Location	All sites
Role Purpose	- To support gathering feedback from patients aged 16-24 to enable UHB to make youth-informed improvements. - To provide opportunities for UHB to engage directly with young people in the improvement of services.
Days and times required	The Youth Voice Council meets once a month for 2-4 hours. One month, this meeting will be a clinical ward visit where Champions will speak with young patients to collect their experiences. The next month, this will be a meeting (either face to face or via MS Teams) to discuss feedback collected and hear from key stakeholders in Children & Young Person (CYP) experience improvement at UHB.
Deployed by	Patient Experience Involvement Officer for Heartlands & Good Hope Hospitals and Womens & Childrens at UHB
Supervised by	Patient Experience Involvement Officer for Heartlands & Good Hope Hospitals and Womens & Childrens at UHB Director of Nursing for Children & Young People (CYP) and Gynaecology Consultant Nurse for Youth and Transition
Duties to be undertaken could include	- To attend YVC meetings and ward visits, actively engaging in conversations and discussions - To take part in organised clinical visits and speak to patients, identifying any CYP patient experience good practice or concerns. - To speak with staff about their experiences of treating CYP. - To raise insights collected on ward visits relating to CYP patient experience - To receive and co-comment on new CYP patient experience initiatives within UHB Hospital Trust - To contribute to Quality Improvement initiatives by co-reviewing their impact on CYP patient experience - To take part in a wide range of opportunities to promote the needs of CYP under UHB care - Additional opportunity to engage with the relevant Hospital Patient Experience Group, supporting staff to deliver on CYP patient experience improvements. - Additional opportunity to get involved with fundraising and UHB Charities.
Skills / attributes required	- Strong communication and active listening skills - Reliable and able to follow guidance - Willingness to offer support to staff in hearing the 'young patient' voice - Compassionate and empathetic, showing genuine ability to connect with young patients - Calm and composed demeanour in the hospital environment - Comfortable speaking with young patients, in a clinical setting, who may be distressed, anxious, or acutely unwell - Able to cope with emotionally intense and fast-paced hospital settings - Respects the importance of confidentiality and handles sensitive information with discretion.



Training required	Mandatory volunteer induction Clinical area induction
DBS Level	Enhanced
Areas of work	All areas
Uniform	Smart casual

Our requests to Youth Voice Champions

- Champions should not enter clinical areas without appropriate Personal Protective Equipment (e.g. general ward area). You are requested to dress appropriately including 'bare below the elbow' and hair tied back in clinical areas.
- Champions must not carry out clinical care or procedures. They also must not document in a patients' notes.
- Champions must not access a patients' notes. We request that you act respectfully and consider the privacy and dignity of patients in the Hospital.
- Champions must respect patient and visitor confidentiality when debriefing other members and supervisors on their interactions.
- Champions must not involve themselves in aggressive incidents. If an incident is witnessed, Champions must report this to their supervisor immediately.

What our Youth Voice Champions can expect from their supervisor

- Support on and following your ward visits. This will include, but is not limited to training, debriefs before and after visits, access to a member of the team for hours following a visit for further conversations.
- A creation of safe spaces (online and face to face) for meaningful discussions and sharing of ideas.
- Support in raising concerns that you may witness on any of our sites.
- Exposure to career inspiration through opportunities of learning and growth in the hospital environment.
- Support in reporting any behaviour or activity that puts you, or others, at risk. Such incidents will be reported to and reviewed by our Security Team, Police Liaison Officer, or other relevant staff member via Radar.
- Support in obtaining the necessary Personal Protective Equipment (PPE) to access a clinical area.