

## Volunteer Stewards for the COVID-19 Vaccination Programme

### Frequently Asked Questions

**Thank you for taking an interest in being a volunteer, we imagine you may have a few questions and we hope we've been able to address those points below.**

#### **What will I be doing as a steward?**

The vaccination programme is being set up at a number of centres across Essex and Suffolk. The role of the steward is to help the centre run smoothly, efficiently and safely thereby enabling the best possible experience for citizens. Stewards undertake a range of tasks in any session including for example, welcoming people to the site, directing vehicles to appropriate parking areas, escorting people to the vaccination station, and ensuring that citizens respect national guidelines such as social distancing. The tasks will be both indoors and outside and the rota will ensure you have time doing both. The Role Description has more details.

#### **When will I be needed and for how long?**

Every vaccination hub will be open 7 days a week from 08.00 until 20.00. Each day will be divided into 3 separate sessions, with a 15 minute preparation time:

07.45 – 12.00

11.45 – 16.00

15.45 – 20.00

We will ask volunteer stewards to indicate which days they can commit to and how many times a month they are able to commit to. The vaccination programme is likely to last well into next year and stewards will continue to be needed, but we recognise that people's circumstances may change and their level of involvement reviewed.

#### **Do I need to do a full four hour session?**

One team will cover each four hour session and in order to maintain continuity we need volunteers who can commit to a full four session plus preparation time of 15 minutes.

#### **Where are the locations of the vaccination centres likely to be?**

We are in the process of setting up the vaccination centres and this information will be publicised as soon as possible. Please do not let this prevent you from applying to be a steward. Parking will be available.

#### **Can I choose which location I go to?**

Yes, it will be possible for volunteers to choose where they volunteer.

#### **Will tea and coffee be available to stewards during their 4 hour session?**

Hot drinks will be available but for hygiene reasons we ask people to bring their own food.

**How will I be protected in undertaking this role?**

Masks and hand sanitising facilities will be available, and social distancing will be in place at all times. In addition, stewards will be given a lanyard with photo ID to identify them and a yellow vest when directing traffic in the car park. We suggest that volunteers wear comfortable shoes and warm clothing.

**Do I need any specific skills for the role?**

Training will be given but mainly the role will need good organisational, collaboration and problem-solving skills, as well as the ability to work at a reasonable pace. Most of all the role will require good communication skills and the ability to work as a team member in a calm and professional manner.

Volunteers who have language skills other than English, including British Sign Language or Makaton, may be asked to offer language support to citizens so please highlight these skills within your application.

**How do I apply to be a volunteer steward**

Please contact [epunft.businesssupport.volunteering@nhs.net](mailto:epunft.businesssupport.volunteering@nhs.net)

**I currently volunteer for another organisation, will I need to have a DBS check?**

The steward role does not require a DBS check

**Will I be paid?**

The steward role is on a voluntary basis and travel expenses will be reimbursed.

**Will I be expected to handle the vaccine or touch people?**

Stewards will not handle the vaccine. We will expect citizens who arrive for vaccination to respect national guidelines. Stewards will be involved in identifying people who require more assistance, and arrangements will be put in place to enable them to have their vaccinations safely.

**How many volunteers are needed?**

This is a substantial programme to deliver and we are looking to recruit a large number of people to these roles over the foreseeable future.