

## Ushering and patient flow

Role description	<p><b>External stewards – car park and exit marshals (volunteer):</b></p> <ul style="list-style-type: none"> <li>• Ensure smooth arrival onsite of those both coming for vaccination, staff required for operation of the site and logistics providers (both for site setup and ongoing use of vaccines and consumables).</li> <li>• Direct citizens to the appropriate site entrance and direct traffic if necessary.</li> <li>• Ensure speed, safety and security; address any issues that arise or escalate to the relevant person onsite if needed.</li> <li>• Ensure that citizens respect guidelines regarding social distancing and have all the documentation and paperwork prepared for checking</li> <li>• Check paperwork to ensure citizens are in the right place at the right time and escalate any issues.</li> <li>• Identify citizens who require additional support (carer/chaperone, additional language support) and direct them to an alternative flow.</li> <li>• Manage exit flow, ensuring that social distancing guidelines are respected and reminding citizens if they need to come to their second shot.</li> <li>• Assist in the prevention of overcrowding by ensuring the crowd limits in various parts of the ground are complied with.</li> <li>• Be fully conversant with any methods or messages used to alert staff that an emergency has arisen.</li> <li>• Report immediately to a Supervisor of anything that is likely to pose a threat or danger to the citizen and site safety.</li> </ul> <p><b>Internal stewards (pod and waiting area; volunteer):</b></p> <ul style="list-style-type: none"> <li>• Ensure efficient flow to and from the vaccination station.</li> <li>• Effectively communicate with the exit area representatives to avoid congestion.</li> <li>• Provide enhanced support to those requiring it (e.g. those who cannot queue standing).</li> <li>• Ensure that citizens respect guidelines regarding social distancing as far as is possible onsite.</li> <li>• Request citizens to utilise hand sanitiser provided on entrance to the Pods.</li> <li>• Notify a Registered Healthcare Professional of any adverse reactions.</li> <li>• Be fully conversant with any methods or messages used to alert staff that an emergency has arisen.</li> <li>• Report immediately to a Supervisor of anything that is likely to pose a threat or danger to the citizen and site safety.</li> </ul>
Job specification	<p><b>Qualifications and Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of routine work practices and procedures achieved through induction and on the job training.</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Preferred experience of working in a similar steward role.</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Delivering at pace.</li> <li>• Communication.</li> <li>• Collaboration.</li> <li>• Organisational skills (for trained stewards).</li> <li>• Problem solving (for trained stewards).</li> </ul> <p><b>Aptitude and Abilities:</b></p>

- Ability to communicate in a calm and professional manner.
- Ability to work within the team by being clear about the expectations of the roles of team members and provide support when required (rota functions).
- Recognise own limitations and seek support from others.
- Act in a way that supports equality and values diversity.

**Values:**

- Show empathy and compassion towards others and treats people with dignity and respect.
- Show resilience, adaptability and flexible approach as situations arise.
- Motivated to use initiative to recognise problems and seek solutions whilst understanding the importance of empowering and enabling others (for trained stewards).