

VOLUNTEER ROLE DESCRIPTION

PLACEMENT: INPATIENT WARDS (ADULT)

REPORTS TO : Ward Manager
Volunteer Services Co-ordinator

HOURS: Days / times to be agreed with individual volunteers
Guidelines: Approximately 3 hours per session
Volunteers required Monday – Sunday am/pm/evenings

ROLE OUTLINE:

- 1 Liaise with nurse in charge regarding appropriate access to patients prior to any activity
- 2 Assist in welcoming new patients to the ward eg unpacking belongings, provide water jug
- 3 Provide general company for patients eg crosswords, puzzles, reading, writing letters
- 4 When instructed by a trained nurse, offer drinks to patients
- 5 When instructed by a trained nurse, provide company for independently mobile patients to walk within the ward area
- 6 Mealtime assistance:
 - clear bed tables and position within easy reach
 - assist patients with simple tasks eg opening packaging, cutting up food, buttering bread, peeling fruit
 - under supervision, help distribute meals
 - provide company during meal times
- 7 Provide information eg access to radio, use of mobile phones, the hospital shop
- 8 Assist patients and carers with completion of questionnaires
- 9 Assist with packing patient's property for transfer or discharge
- 10 Assist with bed making (unoccupied and unsoiled)
- 11 Help ensure the general ward areas are kept tidy eg bays, corridors, linen store
- 12 When there are no patient or visitor duties, assist with administrative tasks eg photocopying, collating document packs, distribute patient post

EXPECTATIONS AND RESPONSIBILITIES:

- 1 Work with sensitivity and an understanding of the issues facing those working to deliver health care within the Trust
- 2 Display a helpful and friendly approach to patients, visitors, staff and colleagues
- 3 Be conversant and comply at all times with the content of the Volunteer Services Policy
- 4 Be aware of and adhere to all Trust policies and protocols highlighted by the Ward/Department Manager as relevant to the volunteer placement
- 5 In the event of accidents, emergencies or untoward occurrences, respond as directed by the Ward/Department lead
- 6 Recognise the importance of boundaries and when help should be sought
- 7 Attend training and department updates as required