

## **VOLUNTEER ROLE DESCRIPTION**

### **PLACEMENT: INTENSIVE CARE UNIT**

**ACCOUNTABLE TO:** Matron, Intensive Care Unit

**HOURS:** Days / times to be agreed with individual volunteers  
Monday – Sunday  
10am – 1pm / 1pm – 4pm / 4pm-7pm

### **ROLE OUTLINE:**

The role of the volunteer in the Intensive Care Unit is to provide guidance and support to relatives, carers and visitors to the Unit. Volunteers will provide a listening ear and assist in making visits to the Unit warm and friendly

1. Display a helpful and friendly approach to patients, visitors, staff and colleagues
2. Welcome visitors to the Unit and put them at ease
3. Liaise with clinical staff regarding appropriate access to the patient concerned
4. Offer assistance regarding any non-clinical information and help required
5. Where the person's needs are straightforward, help them access available services eg refreshments, use of mobile phones, overnight accommodation and other Trust facilities.
6. Liaise with clinical staff to ensure all visitors needs are met
7. Access electronic information using the computer (non essential role)
8. Assist with administrative duties eg photocopying, running errands when there are no visitor duties to attend to
9. Keep the reception area in ICU tidy and welcoming
10. Maintain tidy quiet rooms, keeping drinks stocked and up to date notice boards, visitors information leaflets, magazines etc
11. Work within the policies, systems and procedures of the ICU and the Trust

**EXPECTATIONS AND RESPONSIBILITIES:**

1. Work with sensitivity and an understanding of the issues facing those working to deliver health care within the Trust
2. Be conversant and comply with the content of the Volunteer Services Policy and associated Code of Practice
3. Be aware of and adhere to all Trust policies and protocols highlighted by the Ward/Department Manager as relevant to the volunteer placement
4. In the event of accidents, emergencies or untoward occurrences, respond as directed by the Ward/Department lead.
5. Attend training and department updates as required

**AGREEMENT**

I have read and understood the Volunteer Services Policy and signed the Code of Conduct statement. I agree to adhere to all Trust policies and protocols associated with my volunteer placement.

If you have any queries or concerns please contact the Volunteer Services Co-ordinator prior to signing this role description.

Name: .....

Signature: ..... Date: .....

## PERSON SPECIFICATION

### VOLUNTEER PLACEMENT – INTENSIVE CARE UNIT

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EXPERIENCE</b>	Able to demonstrate good interaction with people	Experience of working in a health environment  Experience of volunteering
<b>APPEARANCE</b>	Clean, neat and well groomed	
<b>COMMUNICATION</b>	Good oral and written communication skills	
<b>PERSONAL QUALITIES</b>	Polite, courteous and reliable  Relate to people in a friendly and calm manner  Ability to empathise  Adaptable and willing to learn  Able to maintain complete confidentiality  Maintain a calm sensitive manner when dealing with distressed individuals	Sense of humour
<b>GENERAL SKILLS</b>	Listening skills and responding appropriately  Able to use own initiative  Able to work as part of a team  Recognition of the importance of boundaries  Ability to recognise when assistance is required or distance is preferred	