

VOLUNTEER ROLE DESCRIPTION

PLACEMENT: DEMENTIA FRIEND

REPORTS TO :	Ward Manager Volunteer Services Co-ordinator
LIAISON WITH:	Dementia Co-ordinator/Nurse Consultant
HOURS:	Days / times to be agreed with individual volunteers Guidelines: Approximately 3 hours per session Volunteers required Monday – Sunday am/pm/evenings

Volunteers will assist and support staff to improve the lives of people living with dementia. They will be able to spend time with patients during their inpatient stay enhancing their experience of being in hospital. The volunteer's role is about giving the patients some stimulation within the hospital environment. Whilst there are no specific qualifications required for this post, the volunteer will need to possess skills of empathy, patience and understanding.

ROLE OUTLINE:

1. Display a helpful and friendly approach to patients, visitors, staff and colleagues
2. Liaise with clinical staff regarding appropriate access to patients prior to any activity
3. Spend time listening and talking to patients
4. Engaging in activities which will stimulate patients
5. Talking through memory books with patients
6. Under the guidance of ward staff, accompany patients to visit other parts of the hospital as stimulation eg hospital garden
7. Assisting with the development of memory boxes for specific patients
8. With appropriate training, assisting at patient mealtimes
9. Where appropriate contributing to the 'This is Me' document

The list of duties is not exhaustive and the role is expected to expand and evolve as the service develops.

There will also be opportunities for volunteers to share specific skills which they may have eg craft work and playing musical instruments

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 at all times 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: DEMENTIA FRIEND

CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE	Able to demonstrate good interaction with people	Experience of working in a health environment Experience of volunteering Knowledge of dementia
APPEARANCE	Clean, neat and well groomed	
COMMUNICATION	Good oral and written communication skills	
PERSONAL QUALITIES	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 Tactful and diplomatic, especially in stressful/emotional situations	Sense of humour
GENERAL SKILLS	Able to follow instructions 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	

