

Volunteer Role Description

Care Home Staff Support

Location: Ashmead Care Home Wandsworth

Hours: 3 hours per week - two days a week, by mutual agreement between 2-5pm

Accountable to Voluntary Services Manager: Zoe Holmes and Suzi Stevens

Responsible to Volunteer Supervisor: Care Home In Reach Therapy Service, St George's NHS Trust

Main Aims

The overall aim of the Care Home In Reach Therapy team is to promote activity and enable residents to maintain their independence in care homes.

Older people living in care homes enjoy taking part in group activities. Meaningful group sessions help them feel less isolated and enables them to maintain a healthy wellbeing. Staff in care homes aim to facilitate daily opportunities and encourage their residents to take part in social and functional activities. Evidence shows that group activities help both residents to remain active and staff to encourage their confidence.

Key Duties

- Establish and build a befriending relationship with residents
- Support care home staff to prepare the activity room.
- Support care home staff to encourage residents to engage in meaningful activities including: seated exercises, games, what's in the box, parachute, art and craft, garden / outdoor activities, music, reminiscence or spend time chatting.
- Enabling residents to engage with activities in a safe and enjoyable environment.
- Communicate and working collaboratively with care home staff.
- Support care home staff to organise activity related activities including: awareness days.

Personal Specification

We are looking for people passionate about helping people in care homes to stay active taken part in meaningful activities.

We would like to hear from you if:

- Have a helpful and positive attitude
- Are compassionate and keen to provide a high standard of service
- Have a sympathetic approach an a polite and pleassant manner

- Excellent communication skills
- Have the ability to adapt your approach to communicate with people according to their needs e.g. Parkinson's, dementia, hearing problems
- Have an understanding on the importance to follow policies, procedures and guidance.
- To observe and maintain strict confidentiality of personal information relating to residents and staff.

Training and Education

Care Home Therapy In Reach Service and Care Home induction will be provided on starting volunteer work.

Training on delivering group activities, falls prevention awareness can be provided as part of development within the role.

General information

Volunteers should not undertake duties outside this role description without checking first with their Volunteer Supervisor.

Volunteers must not undertake any manual handling tasks or physical patient contact.

A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature.

Volunteers are always reminded of the importance of confidentiality. They must under no circumstances discuss patients' affairs with any person other than the relevant staff.

Volunteers are in place to complement the work of the paid staff and are not used to replace roles that are usually undertaken by paid hospital employees.

Volunteers should receive regular support and supervision and training where applicable.

Volunteers are bound by the "Volunteer Agreement" which includes their rights and responsibilities, and Trust Policies also apply to volunteers.

All Volunteers will be expected to attend MAST Volunteer Induction and receive a local induction upon arrival of their first shift.