

## **Volunteer Role Description**

### **Ward Activities/Befriending**

**Location:** Benjamin Weir Ward, 1<sup>st</sup> Floor Atkinson Morley Wing

**Hours:** Flexible between 09.00-18.00

**Accountable to Voluntary Services Manager:** Zoe Holmes and Suzi Stevens

**Responsible to Volunteer Supervisor:** Kristina Harvey, Senior Sister, Benjamin Weir

**Main Aims:** To improve patient experience

#### **Key Duties:**

- Assisting with mealtimes 12.00-13.00 or 17.00-18.00 – taking trays of food to patients' bedside, helping to clear space on tables
- Assisting patients with eating and drinking – helping with positioning of the tables and reaching items on the table, bringing additional equipment if needed, such as straws or spoons
- Talking to patients
- Organising some activities – puzzles, crosswords, reading, drawing
- Finding out if patients need anything from the shop and going to buy the items
- Assisting patients to set up TV or Radio by bedside

#### **Personal Specification**

- Candidate should be a kind, caring person, adhering to Trust guidance and regulations
- Ability to follow guidance and working as part of the team is essential
- Supervision, training and guidance will be provided on the ward as well as prior to starting in this 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 reminded of the importance of confidentiality at all times. 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.