

## **Volunteer Role Description**

### **Rapid Access Acute Rehabilitation (RAAR) Keate Ward Activities**

**Location:** Keate ward - 5<sup>th</sup> floor St James' wing

**Hours:** Flexible between 10am – 5pm avoiding the hour protected mealtimes at 12pm and 5pm

**Accountable to Voluntary Services Manager:** Zoe Holmes

**Responsible to Volunteer Supervisor:** Sister Shincy Jacob (Ward manager) & Dr Alifa Isaacs-Itua (Consultant)

#### **Main Aims:**

The Rapid Access Acute Rehabilitation (RAAR) Service is a new innovation within London, to support individuals with conditions affecting their brain and/or spinal cords, with some also having additional traumatic injuries.

RAAR at St George's comprises of a multi-disciplinary team, working with patients for a maximum period of 8 weeks, to achieve as much independence as possible, either with the aim of return home, or to support ongoing in-patient specialist rehabilitation.

The aim of the volunteer role will be to offer patients additional activities, which will support engagement in their structured programme of rehabilitation and more importantly, help patients by being conversational companion, which patients often miss and lack, when in hospital and encouraging patients to engage in fun activities.

Although this project is being set up under the auspices of RAAR, should patients under the care of other teams be identified, this should be considered and encouraged.

#### **Key Duties:**

- To report to the nurse-in-charge on arrival to the ward
- To obtain a list of patients, who have been identified as benefitting from meeting with a volunteer (This can be provided via email, should the volunteer have a secure St George's Hospital email address, or can be left at the nurses' station on the ward)
- To introduce themselves to the patient and in conjunction with the patient, decide on an appropriate activity, e.g. a conversation, playing a game or completing a puzzle.

## **Personal Specification**

- Respectful of individuals, irrespective of their cultural origins, gender, sexual orientation, faith or socioeconomic status
- Able to work as part of a team
- Appreciate the importance of confidentiality
- Ability to adapt to a changing environment
- Awareness of the limitations of the role and recognise when to seek help/advice

## **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.