

## **Volunteer Role Description Befriender Major Trauma**

**Location:** Major Trauma Ward, Trauma and Orthopaedic wards – mainly located on 4<sup>th</sup> and 5<sup>th</sup> floor of St James' Wing.

**Hours:** negotiated by mutual agreement, on a regular, fixed basis but not during protected mealtimes 12-1pm & 5-6pm or during therapy sessions

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

**Responsible to Voluntary Supervisor:** Major Trauma Nurse (Tiffany Smith), Trauma Psychologist (Dr Ewa Nowotny)

### **Main Aims:**

To spend time with patients who have been admitted to hospital under the major trauma team, who may not have any visitors or family nearby. Individuals are admitted to St George's Hospital following an unexpected injury and present with significant physical injuries – some of which are life-changing or life-threatening.

### **Key Duties:**

- To establish and build a befriending relationship
- To spend time talking to the patient
- Join in with activities such as card games, reading a newspaper, completing word searches/crosswords

### **Person Specification**

- The volunteer should be confident interacting with people from a range of different backgrounds, have a sympathetic approach and a polite and pleasant manner.
- Will need to adapt to the needs of the patients, some may have difficulty speaking / difficulty understanding / will not be able to physically move well.
- The volunteer should feel confident working in a busy and unpredictable environment.

- The volunteer should be comfortable being exposed to injuries and acutely medically unwell patients.
- The volunteer should possess excellent communication skills.
- They should be responsible and reliable in their commitment.

### **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.