

## **Volunteer Role Description Mealtime Assistant**

**Location:** Senior Health wards

**Hours:** Breakfast 8-9am, Lunch 12-1pm and/or Dinner 5-6pm Mon-Sun.

Required to attend a 1 hour training session and complete competencies before starting in addition to the 3 hour MAST Volunteer Induction.

**Accountable to:** Voluntary Services Manager

**Responsible to:** Nurse in Charge of shift

### **Main Aims:**

To collect food tray and assist patients at mealtimes who are unable or find it difficult to feed themselves.

### **Key Duties:**

- Assist with the feeding of patients on wards.
- Ensure that patients being fed are given the appropriate meals.
- Ensure that patients are given the prescribed supplementary food items as requested.
- Liaise with trained staff regarding patients' choice of meals.
- Ensure that the appropriate utensil and feeding aids are used at all times.
- Speak to patients' engaging them in conversations during mealtimes.
- Feedback to nursing staff regarding patients' food intake, before leaving the ward area.
- Ensure that patients are seated comfortable before feeding commence.
- Ensure that all patients fed are offered and given choice of fluid refreshments (within reason) and as appropriate.
- Volunteers will respect patients' wishes and report to ward nurses any adverse occurrences.

- Volunteers will ensure that patients they feed are left clean and tidy and uneaten food items removed.
- Patients are to be offered courses of meal sequentially.
- Volunteers will feed patients as instructed by the trained nurses on the wards.
- All volunteers will be polite and at all times and maintain patient's privacy and dignity.
- No volunteers will be asked or involved in moving/handling technique of any patients.

### **Personal Specification**

- Excellent communication skills
- Excellent customer care skills
- Excellent listening skills

### **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.