

Volunteer Role Description

Patient Library

Location: Various wards

Hours: Mon-Fri 10-5pm To avoid protected mealtimes 12-1pm

Accountable to Voluntary Services Manager: Zoe Holmes

Responsible to Volunteer Supervisor: Zoe Holmes

Main Aims:

To run the mobile library service offering reading materials to patients. To offer a friendly and inclusive service.

Key Duties:

- Collect the mobile library (trolley) from the volunteer hub and push around the site to a number of in-patient wards
- Familiarise yourself with the books in stock to be able to offer patients books they like
- Spend time talking to patients
- Receive book donations to add to stock

Personal Specification

- The volunteer should be used to dealing with people, have a sympathetic approach and a polite and pleasant manner
- Excellent communication skills
- Confident to approach new people and start a conversation
- Responsible and reliable in their commitment
- Neat and tidy attire

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.