**Ward Support Volunteer**

**Role Description**

|  |  |
| --- | --- |
| ***Department:*** *IPU* | ***Location:*** *Hospice* |
| ***Responsible to:*** *Designated Ward Buddy* | ***Vol Type:*** *Standard* |
| ***Length of role:*** *Long-term* | ***Context:*** *Staff,**Patients and visitors* |

**Frequency:** 1-2 sessions per week

**Shifts available:** 09.30am – 1pm, or 2pm – 5.30pm

**Outline of Role:**

As a Ward Support Volunteer you will provide an important link between our staff, patients and visitors, assisting with the smooth running of our In-Patient Unit (IPU). Each day is different, so the support you provide may change from shift to shift. You will check-in with a nominated Ward Buddy, who will be there to answer any queries, and advise you of the tasks for that day.

**Role tasks may include:**

|  |  |
| --- | --- |
| ***Patient support***   * Answering call bells and escalating patient requests to the appropriate member of staff * Light touch emotional support e.g. chatting, listening, reading to patients and companionship if desired * Offering and making drinks for patients and their visitors * Help us to gather patient experience feedback | ***Office support***   * Answering the ward office telephone, responding to basic queries, taking clear messages and ensuring they are passed on to the appropriate member of staff |
| ***Welcoming visitors and patients***   * Respond to the reception intercom if required * Advise visitors of any current hand-hygiene/PPE requirements * Greeting new visitors and patients on arrival, and escort them through to the ward * Assisting new patients to settle in and acclimatise to their new surroundings | ***Supporting staff on the ward***   * Attend check-in with Ward Buddy at start of shift to discuss current patients, and requirements * Preparing trays/trolleys and take to patient rooms at mealtimes * Clearing crockery away after meals, and loading dishwasher * Assisting staff with any light practical tasks required, such as making beds, refreshing flowers etc.. * Meeting Ward Buddy at end of shift to debrief, and advise of any patient concerns |

**Skills and Experience Required:**

*We are looking for volunteers who are flexible, adaptable, and willing to carry out a variety of tasks to support the smooth running of our Inpatient Unit:*

* Good telephone manner and communication skills
* Empathetic and patient when communicating with visitors and enquirers
* Understand the importance of confidentiality and data security

**Personal Qualities Required:**

* Friendly, approachable, and sensitive to whether someone would like to chat or not
* An interest in caring for others
* Be prepared to deal with emotionally challenging situations requiring patience, sensitivity and emotional resilience
* A willingness to adapt to different tasks, dependent on the type of support required on the day
* Confident in working on own initiative, whilst being mindful to remain within the boundaries of the role and seek assistance when required

**Learning Needs:**

**Statutory**

|  |  |  |
| --- | --- | --- |
| **Training Module** | **Method** | **Renewal** |
| Fire Safety Level 1 | e-learning *(30 mins)* | 2 years |
| ElFH: Equality, Diversity & Inclusion for Volunteers | e-learning *(45 mins)* | 3 years |
| Safeguarding Adults: Level 1 | e-learning *(30 mins)* | 3 years |
| Infection Prevention & Control Level 1 | e-learning *(30 mins)* | 3 years |
| Moving and Handling Level 1 | e-learning *(30 mins)* | 3 years |
| Health, Safety & Welfare | e-learning *(30 mins)* | 3 years |
| Food Hygiene in Health & Social Care Level 2 | e-learning *(75 mins)* | 3 years |
| Hand Hygiene | *Regular audits by a Hand Hygiene Champion* |  |

**Mandatory:**

Volunteer Welcome Session

IPU Volunteer role induction

**Departmental support:**

On each shift, you will report to and be supported by a designated Ward Buddy. You will also be invited to take part in quarterly Ward Volunteer support meetings.

**Covid-19 safety measures**

You will be kept up-to-date about Covid-19 safety measures by the designated Ward Buddy.

**DBS Requirement:**

This role requires an enhanced DBS check

|  |  |
| --- | --- |
| **Read and agreed by (print volunteer name):** |  |
| **Signed by:** |  |
| **Date:** |  |