

Ward Support Volunteer

Role Description

Department: IPU	Location: Hospice
Responsible to: Designated IPU Team Leader	Vol Type: Standard
Length of role: Long-term	Context: Staff, Patients and visitors

Frequency: 1-2 sessions per week

Shifts: 10am – 1.30pm, or 2.30pm – 6pm

Restrictions: You must be over 18 to volunteer for this role
Nail varnish and/or gel nails cannot be worn

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 <ul style="list-style-type: none"> • 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 • Supporting patients with menus • Help us to gather patient experience feedback 	Office support <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Respond to the reception intercom if required • Advise visitors of any current hand-hygiene/PPE requirements • Greet new visitors and patients on arrival, and escort them through to the ward or make tea / coffee whilst they await access to the wards • Assisting new patients to settle in and acclimatise to their new surroundings • Restock refreshment facilities 	Supporting staff on the ward <ul style="list-style-type: none"> • Attend check-in with Ward Buddy at start of shift to discuss current patients, and requirements and at end of shift to debrief and advise of any patient concerns • Preparing trays/trolleys and take to patient rooms at mealtimes • Refreshing flowers on food trays • Clearing crockery away after meals, and loading dishwasher • Assisting staff with any light practical tasks required, such as making beds, refreshing flowers etc.. • Checking and replenishing stock in kitchen • Put away clean laundry and keep laundry cupboard tidy

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	3 years
ELFH: Equality, Diversity & Inclusion for Volunteers	e-learning or Volunteer Welcome Session	3 years
Safeguarding Adults for Volunteers: Level 1	e-learning	3 years
Health Safety & Infection Prevention for Volunteers	e-learning	3 years
Moving and Handling for Volunteers	e-learning	3 years
Food Safety for Volunteers	e-learning	3 years
Hand Hygiene	Face to Face	2 years

**We anticipate that this learning will take between three and four hours depending on your level of experience in using online platforms. Support is available if you do not have access to a computer at home, or would like assistance in to complete the training. Please contact Voluntary Services for more information*

Mandatory:

Volunteer Welcome Session

IPU Volunteer role induction, including local H&S and infection control measures

ID badge

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.

DBS Requirement:

This role requires an Enhanced DBS check

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