

Volunteer Role Profile



Volunteer Role	Ward Helper with a focus on group activities Volunteer
Volunteer Manager	Volunteer Manager
Where you will be based	Hospital

Why we want you

We are looking for volunteers to help in our Intermediate Care Units (ICUs), where our patients are offered short-term recovery and rehabilitation.

SCFT's aim is to provide a positive experience for all patients and support them with discharge, with a focus on minimizing a return to hospital where possible.

To aid patients' recovery and offer an enjoyable experience, we would like volunteers to organise and deliver group activities as directed by staff. Activities will include playing Bingo, other games and organising 'Movie Sessions'. Therefore to volunteer in this role, you must be confident leading a small group and aged 18 or over.

Please note on some days it is possible that there will be no identified patients to participate in group sessions, so therefore on these occasions your focus will be on supporting patients individually and helping staff.

If you are a 'Peoples Person' with good communication and leadership/groupwork skills and a caring nature, we look forward to receiving your application.

What you will be doing

- Speaking to patients in a friendly and caring manner, particularly those that might benefit from conversation, being guided by staff on who to approach.
- When advised by staff that there are sufficient interested and appropriate patients available; plan and undertake group activities, such as playing games (Bingo wheel available!) or organise a movie session using a 'RITA': Reminiscence Interactive Therapy Activities machine (training will be given on this).
- Take a lead role in the delivery of any group activities, with the aim of promoting an equal and comfortable environment for all patients and potentially challenging any inappropriate behaviour; seeking support from staff where required.
- Feeding back to staff any concerns about individual patients participating in a group session and providing feedback on specific patients if staff ask you to do.

- Assist with bed making and putting stock away.
- Help Health Care Assistants in giving patients cups of tea and coffee from the 'Tea Trolley'.
- Chat to patients regarding music interests and share musical memories, use of an iPad to show music apps.
- Help patient to make phone calls with their own phones or use hospital phone.
- To support patients with dementia, and patients with a possible diagnosis of dementia in engaging with 'Reminiscence' activities. This includes using RITA: 'Reminiscence Interactive Therapy Activities' technology. You may also need to support the ward with friends and family during visiting times.
- To report and share any concerns/feedback from patients about risks to themselves or others.
- Depending on ICU, helping identified patients only, complete 'Menu Choices Cards' prior to meals. Once this task has finished hand to Ward Staff for them to check that patient has requested right diet.

The skills you need

- Interest in supporting older people.
- Ability to work in a group setting and manage any group dynamics.
- Self-motivated; with an ability to think on your feet and work independently.
- Demonstrable skills and experience of group working/undertaking group activities.
- To comply with Trust policies.
- Punctual and dependable.
- Professional and friendly demeanour.
- Excellent communication skills.
- Demonstrates empathy and compassion.
- To maintain boundaries and confidentiality at all times.
- To keep good timekeeping and show regular commitment..

What's in it for you

- Learn new skills, become part of a team, make new friendships and help with career and employment opportunities.
- Increases self-confidence.
- Support and training provided.

Disclaimer

No applicant will be unfairly discriminated against on the account of their age, cultural/religious/political belief, disability, ethnicity, gender, race, relationship

status, sexual orientation, and/or Trade Union membership/stewardship. Please note volunteers will not be asked to help in ways which facilitate a decrease in paid employment. The work of volunteers will complement and not supplement that of paid employees of the Trust