

# Volunteer Role Profile



Volunteer Role	<b>Ward Helper Volunteer</b>
Volunteer Manager	<b>Volunteer Manager</b>
Where you will be based	<b>Hospital</b>

## Why we want you

We are looking for volunteers for our intermediate care units in East and West Sussex, where our patients are offered short-term recovery and rehabilitation. SCFT aims to support all patients during their stay and works towards their discharge from hospital.

Volunteers aid patients' recovery and help provide a positive experience whilst in hospital. This role is to support patients by offering companionship and being a 'Friendly Face' and to also support the ward/facilities staff with practical tasks, including helping out at patient mealtimes (please note that some volunteer shifts are outside of mealtimes and therefore during these, there will be no tasks related to mealtimes to undertake).

If you are a "Peoples Person" with good communication skills, reliable and have 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 ward staff on who to approach.
- 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.
- To support patients identified by ward staff, before, during and after their mealtimes. This includes offering companionship and help with practical tasks.
- Prior to the beginning of a set mealtime, clear patients bedside table to accommodate food tray and make sure that patients are in an appropriate position to eat. Also encourage patients to wash their hands, issuing hand wipes if required.
- Supporting facilities/ward staff to hand out the correct trays to patients you have been advised that it is appropriate to do this for.
- Spotting any difficulties and providing support to patients, including opening packets and cutting food. Also alerting ward staff of any concerns.
- Tidy up patients bedside tables after eating, including cleaning/wiping surfaces and encouraging hand washing after eating.
- After the meal, collect trays from any patients you have been asked to do

this for. Feedback to ward staff if a patient has left a lot of food/not touched their meal.

- Making/distributing hot drinks to appropriate patients, following Health and Safety guidance on this.
- Depending on ICU, help identified patients, complete 'Menu Choices Cards' prior to meals and return to ward staff.
- When asked by staff, push patients in wheelchairs (this is an optional task).

## **The skills you need**

- Interest in supporting older people
- Self-motivated; with an ability to think on your feet and work independently
- 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.
- To comply with Trust policies

## **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