

Ward Volunteer

Volunteer Role Description

ROLE TITLE	Ward Volunteer
DEPARTMENT	The Ward; non-clinical; managed by Support Services
DAYS/HOURS OF DUTY	Monday to Sunday – Morning Shift (9am – 1.15pm); Afternoon (1.30pm – 4.30pm); Twilight (5pm – 7pm); Evening (7pm – 8.30pm). Monday – Friday Shifts can be covered on a regular basis or on a flexi basis; Saturday and Sundays or covered on 1 in 4 rota basis.
REPORT TO	Support Services Business Manager - Housekeeping staff team on duty at the time
ACCOUNTABLE TO	Head of Support Services
KEY RELATIONSHIPS	Housekeeping staff and ward volunteers, catering staff, nursing staff, individuals in our care, families, carers, visitors, other hospice staff and volunteers.

ROLE SUMMARY

This is a varied role which aims to ensure that people receiving care are engaged and interacted with during their admission in a range of non-clinical ways. The duties will be dependent upon the individual person receiving care and their own interests, hobbies and needs and the person providing this role should be adaptable in their approach.

To carry out non-clinical practical tasks, within an established shift pattern, which assists the Housekeeping team and Ward nursing staff in the general care of those in our care; their families and carers.

MAIN DUTIES

The duties will include:

- Playing games with people receiving care (e.g. cards etc)
- Having conversations with people receiving care
- Helping to combat loneliness
- Reassuring people by keeping them company
- Assisting ward helpers at mealtimes, handing out meals, replenishing water jugs, encouraging people to eat
- Meeting and greeting people receiving care and their family and friends, escorting people to other parts of the hospice e.g. gardens
- Providing assistance to people receiving care and their families as appropriate
- Ensuring people know where to access facilities such as bathrooms and lounges
- Helping people stay in touch with their families and friends using their own technology e.g. smartphones
- The duties will include:
 - To carry out the various tasks, as learnt during induction/training with the volunteer Ward Trainer and/or Housekeeping staff member.
 - Tasks will include:
 - Providing those in our care with refreshments
 - Asking patients for their meal choices

- Helping Housekeeping staff to serve patients their meals
- Setting up meal trays, collecting used meal trays, including crockery and cutlery
- Restocking cupboards in the various kitchen areas in the Visitors Lounge and within IPU
- Drinks Trolley round (evening shift only)
- To help the Housekeeping staff and assist them as required
- To guide carers and visitors to the Visitors Lounge and/or Orange Café; or elsewhere, when required.
- To follow the guidelines learnt during mandatory training and induction training where it covers such subjects as infection prevention, hand washing procedures and food hygiene standards.

Dress Code

As part of the infection prevention measures our dress code whilst on the Inpatient Unit is:

- No rings should be worn with the exception of a plain wedding band
- No watches
- You should be bare below the elbow at all times with sleeves rolled or pushed up
- No open toe shoes
- Nails to be kept short, clean and no polish

ESSENTIAL PERSON SPECIFICATIONS

- Good listening and communication skills
- Creative and adaptable
- Good time keeping skills so tasks are completed when required
- To be physically able to carry out the tasks required during the shift times
- To adhere to the hospice's Dress Code appertaining to patient care areas

ADDITIONAL REQUIREMENTS OF THE VOLUNTEER

DBS CHECKS: a criminal record check will be required for certain volunteering roles. If this is required a volunteer will be informed during the recruitment process and the process explained.

CONFIDENTIALITY/DATA PROTECTION/INFORMATION GOVERNANCE: volunteers need to maintain confidentiality, security and integrity of information relating to patients, staff, other volunteers; and other hospice matter, during the course of their duty. This will include legislation and hospice policies and procedures the Care Quality Commission expect to see adhered to when they inspect the hospice services.

VOLUNTEER AGREEMENT: volunteers when accepting and commencing volunteering with Saint Francis Hospice, are showing their commitment to adhering to the hospice's policies and procedures; and other important factors, including those listed below. Every new volunteer will be expected to sign a volunteer agreement prior to commencement. A breach of this agreement will be taken seriously.

EQUALITY, DIVERSITY & INCLUSION: The hospice is committed to the development of positive policies to promote equal opportunity and value diversity within the organisation; and has a clear commitment to equal opportunities. Whilst, all employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice, volunteers are also expected to adhere to the hospice's policy on equality, diversity and inclusion.

FIRE/HEALTH AND SAFETY: All volunteers must adhere to the hospice policy covering Fire and H&S and be guided by staff when elements of Fire and H&S are made

aware to them. All staff and volunteers have a responsibility for fire, health and safety, whether in a supervisory capacity or not.

HOSPICE IDENTITY BADGES: Hospice ID badges, internal and external, when provided, must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, volunteers, service users and visitors. Smoking is therefore not permitted at any point whilst on duty; and volunteers will make use of the same smoking area available to staff.

DRESS CODE: Employees and volunteers, are provided with the hospice's dress code and volunteers are required to follow the code according to their volunteer role. Some roles will require a more stringent form of dress code than other roles.

TRAINING: All volunteers, when starting, complete a number of short topics, which are 'mandatory' subjects. There will also be induction training within the department where volunteering. Training topics are viewed through eLearning, but hard copies of the topics can be made available to any volunteers who do not have access to a computer. Other training opportunities will be explained by the volunteer's supervisor from time to time

Ward Volunteer

E = ESSENTIAL		D = DESIRABLE	
Skills/Abilities/Knowledge		E	D
<input type="checkbox"/>	Good listening skills	√	
<input type="checkbox"/>	Good clear communication skills	√	
<input type="checkbox"/>	Demonstrate patience when communicating with patients and visitors	√	
<input type="checkbox"/>	Able to demonstrate practical abilities	√	
<input type="checkbox"/>	Able to carry out duties as part of a team, or working solo	√	
Experience			
<input type="checkbox"/>	Helping sick and/or distressed people; including those suffering from dementia		√
<input type="checkbox"/>	Communication with sick and/or distressed people; including those suffering from dementia		√
Other Requirements			
<input type="checkbox"/>	To be physically able to carry out the tasks required during the particular shift to be covered	√	
<input type="checkbox"/>	To be a good timekeeper	√	
<input type="checkbox"/>	To agree to commit to shift times of the particular shift to be covered	√	
<input type="checkbox"/>	To be flexible and able to swap with other volunteers within the established rota or cover for others who are absent owing to holidays or sickness		√
<input type="checkbox"/>	Willing to learn a new topic or attend appropriate training sessions which become part of the Ward Volunteer role	√	
<input type="checkbox"/>	To adhere to the hospice's policies and guidance, including Dress Code for patient areas; infection prevention, good hygiene and data protection.	√	

Please note that this role description is a guide to the duties that make up the role. It may be necessary for a supervisor/line manager to review, in consultation with their manager, elements that need to be changed in the light of changing circumstances and/or the changing needs of the Hospice; and the Board of Trustees. In such cases the volunteer will be fully consulted with.

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