

Ward Volunteer Role Description



Title:	Ward Volunteer
Directorate:	Nursing
Department/ Location:	Various ward locations across NHS Ayrshire & Arran
Hours of role:	Negotiable; Monday through to Sunday; mornings, afternoons or evenings. (Please note we would require a commitment of at least two hours per week, and can accommodate a maximum of six hours per shift, for a minimum of six months volunteering which would be in addition to any training requirements).
Role responsible to:	Nurse in charge
Role accountable to:	Volunteer Manager, Patient Experience Team
Role aim:	The primary role of the Ward Volunteer is to work side by side with paid staff, complementing, not replacing, their work, adding value to it.

Key duties:

- Spending time with patients who are on their own.
- Recreational, social and therapeutic activities including: games, puzzles, reading, reminiscing hobbies and musical entertainment.
- Accompany patients to non-clinical areas e.g. chapel, shop, restaurant/café with consent from families/patient. Patient must be independently mobile and deemed fit for leaving the ward area.
- To ensure patients know where facilities are located.
- Referring any patient concerns about their clinical care to a nurse.
- Assisting at mealtimes with guidance from nursing staff.

- Helping patients complete menu cards.
- Handing out food trays and collecting used trays.
- Cutting up food/opening containers
- Assisting patients to eat their meals
- Checking and completing food/fluid charts (depending on ward area)
- Providing fresh drinks and refilling water jugs

Personal specification:

- Volunteers must be 18 or over
- This is not a clinical role and you will not be shadowing or assisting staff
- Willingness to undertake any necessary training as outlined by staff
- Ability to work as a team player
- Ability to communicate well with patients
- Patience and composure
- A caring, sympathetic, sensitive manner and a non-judgemental approach
- Reliable/ dependable and flexible
- Understanding of confidentiality
- Have a positive outlook and enthusiastic approach

Additional requirements and general information

- Successful placement will be dependent on Disclosure Scotland PVG and Occupational health clearances plus two character references
- Maintain patient confidentiality at all times
- Volunteers should not: undertake duties outside this role description without checking first with the Volunteer Manager; undertake any manual handling tasks without the appropriate training; undertake patients' personal or clinical care
- A volunteer can offer emotional support and empathy but must under no circumstances offer advice or medical opinion on a patient's treatment
- Volunteers are in place to complement the work of the paid staff and are not used to replace roles that are normally undertaken by paid hospital employees
- Volunteers are bound by the 'Volunteer Agreement' which should be signed and returned to the Volunteer Manager prior to undertaking this role
- You will be required to undertake training relevant to the role including: corporate induction; role training prior to ward placement and other training as identified for the role whilst on placement
- Volunteers are required during the following hours: breakfast 8am – 9.30am; lunchtime – 12 – 2pm (approx.); and evenings 5pm – 7pm.
- Ability to commit to the same times each week would be preferred