

## Volunteer Role Description

*Please complete this role description ensuring all sections are fully completed.*

<b>Role title:</b> Paediatric Unit Volunteer (ages 0-11)
<b>Role Location/Department:</b> Ward 30/32, Bradford Royal Infirmary
<b>Age Requirement:</b> Must be over 18
<b>Days available/Time commitment expected:</b> No minimum requirement, hours will be available 7 days a week between the hours of 10:30 – 19:00
<b>Brief description of the Role (Purpose and Background):</b>
<p>As a Paediatric Unit Volunteer you will play and support children aged 0-11 whilst in hospital. The children on the ward can be resident for several days and there may be periods where the child is on their own.</p> <p>The Paediatric Unit volunteer will spend time with the child playing with and supporting them, including offering comfort if required. The volunteer will also help the child with their daily needs; helping them to choose meals at mealtimes and topping up their jugs of water/juice. They will ensure the patient has access to age-appropriate toys and activities and will spend time with the child in the play room when appropriate.</p> <p>Volunteers will provide companionship to patients up to the age of 11, some of whom may be in hospital for a long period of time. We are looking for volunteers who are kind, good listeners, non-judgmental and able to play and organise appropriate activities for children aged 0-11.</p> <p>The volunteer will have direct patient contact with parents and patients of all ages, a range of cultural and spiritual backgrounds and complex health needs.</p>
<b>Key Tasks:</b>
<ul style="list-style-type: none"> <li>• Welcome parents and children to the ward</li> <li>• To assist the child with refreshments and food (not feeding)</li> <li>• To offer comfort and support to the child when needed and escalate any concerns to the nursing staff</li> <li>• Ensure the child has age-appropriate activities and toys</li> <li>• To support the child spending time in the play room when possible</li> <li>• To clean toys when they are finished, ready for the next child</li> </ul>
<b>Occupational Health</b>
<input type="checkbox"/> Social Contact Only <input checked="" type="checkbox"/> Direct Patient Contact (eg, feeding, hand massage, nails, hair etc)
<b>Monitoring data:</b>
We would appreciate data and feedback to improve patient experience

## Does the role require a DBS Check?

- No
- Enhanced DBS with barring (Adults)
- Enhanced DBS with barring (Adults and Children)
- Enhanced DBS without barring (Adults)
- Enhanced DBS without barring (Adults and Children)
- Standard DBS (Adults)
- Standard DBS (Adults and Children)
- Basic DBS

## Compulsory training requirements:

### **Mandatory:**

*The BTHFT Volunteer Induction is compulsory for all volunteers to complete before they can start in their role which will cover –*

- *Volunteer Welcome*
- *Roles and Responsibilities*
- *Communication*
- *Data Security*
- *Conflict Resolution*
- *Equality, Diversity and Human Rights*
- *Safeguarding Adults and Children*
- *Preventing Radicalisation*
- *Mental Health Awareness*
- *Health and Safety and Infection Prevention*
- *Fire Safety*
- *Abduction alarm/process*

## Support Provided:

**Service Volunteer Champion: XXX** (Senior Sister) and XXX (Sister)

**Volunteer Coordinator: XXX**

## Exclusions/Boundaries:

### **Volunteers CANNOT be involved in any of the following:**

- Clinical or medical treatments of any kind
- Psychological interventions
- Clinical advice
- Moving or handling of patients (unless identified as required for the role and appropriate training is provided)
- Personal care activities including toileting and bathing
- Escorting patients off hospital premises
- Lifting or handling of heavy equipment
- Undertake any role outside of their volunteer role without checking first with their volunteer coordinator

Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients' affairs with any person other than the relevant staff. If a patient or carer

discloses information relevant to their condition, the volunteer should direct the patient or carer to speak to the supervisor in charge.

**Please note: The work of volunteers will complement and not supplement that of paid employees of the Trust**

## Skills and Requirements

Essential	Desirable
<ul style="list-style-type: none"> <li>• Punctual and reliable</li> <li>• Good communication skills</li> <li>• Well presented, with a friendly and approachable manner.</li> <li>• Relate to people in a polite, friendly and courteous manner</li> <li>• Ability to be calm in the face of difficult situations.</li> <li>• Ability to respect confidentiality.</li> <li>• Ability to manage own time effectively.</li> <li>• Willingness to be flexible and to follow the guidance of the Supervisor.</li> <li>• Willingness to help and support staff and patients</li> <li>• Ability to act on own initiative within the role description.</li> <li>• Able to demonstrate empathy and compassion</li> <li>• Compliance with the Trusts Volunteer Policy and the Volunteer Handbook</li> <li>• To use Assemble, the Volunteer Management Database</li> <li>• A commitment to uphold the Trusts Values</li> <li>• A commitment to uphold the Trusts Equality and Diversity Policy</li> <li>• Willing to receive any training required for the volunteer role</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an NHS setting or similar large organization</li> <li>• Comfortable working in a fast paced environment</li> <li>• Flexible and responsive – able to think on one’s feet and to change activities quickly throughout a shift</li> <li>• An understanding of the Trusts services.</li> </ul>