Dining Companion Wards Roles and Responsibilities

**Dining Companion Ward Champion**

**(A member of staff allocated that day by the nurse in charge to oversee the volunteers on shift on that day)**

* Provide overall supervision and a point of contact for volunteers.
* Inform their ward staff when volunteers will be assisting on the ward
* Ensure volunteers are welcomed on to the ward by all staff and are made to feel part of the team
* Identify patients who need additional support at mealtimes and give a brief handover to the volunteer
* Where possible, provide a lockable space for volunteers to leave their personal belongings for the duration of their time on the ward
* Escalate any issues or concerns to the nurse in charge in a timely manner
* Liaise with Dining Companion Project team for queries relating to Dining Companions

**Ward Staff**

* Ensure volunteers are welcomed on to the ward by all staff and are made to feel part of the team
* Show volunteers where to put their coat and bag and where they can grab a hot drink or some water
* Provide support and assistance if required
* Listen to their views as they often see things you might not have noticed
* Thank them when they are leaving.

**Volunteer Buddy’s**

* Help new volunteers to familiarise themselves with the process for mealtimes
* Support new volunteers to become familiar with the ward environment including where to get aprons/ wet wipes etc.
* Report any concerns or issues to the nurse in charge
* Consider any ways that the project can be improved. These can be discussed with Dining Companion Project team.

k below, and if possible print off your certificate and put it in your folder