



Mealtime Assistant

Volunteer role description

We are always looking for the right people, those who are friendly, passionate, empathetic and respectful. They are people who celebrate the richness and uniqueness of our diverse community, staff and volunteers. We are committed to ensuring that no individual or group is disadvantaged or excluded from playing an active part in our organisation because of their ethnicity, gender, gender identity, disability, sexuality, religion, age, class or geographical location. They are people who have a natural positive disposition, reliable and committed. They wear our volunteer uniform with PRIDE (passion, responsibility, innovation, drive and empowerment) beaming with compassion and enthusiasm.

The role of a volunteer is a unique one, activities complement the care and support given by staff, and they do not replace staff or mitigate staff shortages. Whilst volunteers are not staff, they are part of the BHRUT family. Volunteers will not assist with anything of a medical nursing nature, read patients' medical files or share this information, assist with cleaning or repair any item of equipment. As a volunteer you are in a position of trust this should never be abused or used to advantage yourself or disadvantage a patient.

“THE SECRET INGREDIENT IS ALWAYS COMPASSION”

Our Mealtime Assistants work with the ward hostess to give out meals/drinks and make sure that the patient has the correct meal, preparing the patient's table, ensuring it is clean and free from clutter, helping the patient to sit comfortably to eat their meal and safely positioned to eat (if not, seek assistance from the healthcare team as you are not permitted to lift patients).

Whilst the role is to feed patients who need assistance eating, training must be undertaken before you can do so. However, much of this role is not about just feeding patients, but rather to ensure that the patient has access to any equipment they need for eating including opening packets and lids and setting out utensils and cutlery, false teeth and ensuring they have washed their hands. Refresh patient water jugs as required and assist patients in cutting food.

Helping to clear away after the patient has finished their meal, remove crockery and cutlery from the patient's bedside area and ensure the area is kept clean and tidy maintain high standards of personal and food hygiene.

Would suit:

Someone who is patient, caring and has a couple of hours at lunchtime and enjoys helping people. Training is required to feed patients; this training is available by video.

Commitment:

Must be available at least one lunchtime per week, between Monday - Friday 11.00 – 13.00