



Outpatient Befriender

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.

“WHO WOULDN'T WANT TO BE THE REASON SOMEONE SMILED TODAY?”

Assist patients complete the Friends & Family Test (FFT) survey so that their voices are heard and their opinions, sought. FFT allows us to see what we are doing well and where we can improve, and volunteers are vital in this. Much of this role is listening and chatting with patients, reassuring anxious or nervous patients through companionship or relaxed interactions, always demonstrating appropriate boundaries. Being knowledgeable about the area you volunteer, will help when supporting patients. You will make sure that they are comfortable, advising patients of delays or clinic changes, ensuring magazines and leaflets are topped up.

Would suit:

Someone who is outgoing, and a people person. Patience and empathy are essential qualities. Escorting mobile patients to other parts of the hospital as directed by senior staff, is a fundamental part of this role, so being physically fit, essential.

Commitment:

At least one morning or afternoon per week, between Monday to Friday 8am - 5pm