



ROLE DESCRIPTION – PATIENT BEFRIENDER

Various Wards at Wycombe, Amersham and Stoke Mandeville Hospitals

About this role:

At Buckinghamshire Healthcare NHS Trust, we have a simple vision – Safe and Compassionate Care Every Time. Volunteers help to enhance the patient experience and complement the work of paid members of staff.

We are recruiting volunteer Patient Befrienders to give time and companionship to patients in hospital. Our volunteers befriend patients in a variety of wards across our hospitals. The Befriender chats to the patients and may take part in simple activities appropriate to their circumstances to improve their wellbeing.

Commitment: A minimum of one 2 or 3-hour shift per week.

What are the key tasks?

- Support the patient's well-being and comfort.
- Spend time with patients, providing a listening ear and engaging in friendly conversation.
- Provide reassurance to help allay the patient's anxieties.
- Engage the patient in meaningful activities, eg reading, reminiscing, playing games or puzzles, helping the patient to use technology to keep in touch with family.

What skills, knowledge and experience are helpful in this role?

- Patient and calm manner is essential
- Motivated and enthusiastic
- Always ensures confidentiality
- Ability to work as part of a team
- Flexible
- Friendly and approachable
- Good communication skills
- Good interpersonal skills and able to interact with a diverse range of people
- Would understand and apply CARE values

Essential requirement/commitment:

- Volunteers must be over 16 years of age (18 years for some roles).
- All Volunteers will require a DBS check.

- Participation in the training relevant to your role and confidential discussion of any reasonable adjustments required to meet your needs.
- To live our values through your volunteering role.

What will we provide and what you can expect from this opportunity?

- Join an enthusiastic volunteering team of people who want to make a difference, just like you.
- Supervision and support from a dedicated member of staff.
- Learn new skills and develop existing skills.
- Contribute to your personal development and confidence.
- You will be making an important contribution to your local community throughout your volunteering journey at the hospital.
- Annual refresher training.
- The opportunity to demonstrate a wide range of attributes and commitment.

OUTSTANDING CARE

HEALTHY COMMUNITIES

AND A GREAT PLACE TO WORK