

Role profile for volunteers

Site:	Locations may vary Greater London and Hertfordshire
Placement:	In-patient Volunteer
Report to:	Ward Manager/Matron
Responsible to:	Volunteer Manager
Dress Code:	Smart (but bare below the elbow in clinical areas)
Hours	At least 2 hours a session.
Department Training Volunteer will receive:	Statutory and Mandatory Training provided by CLCH
Purpose/ Summary of Role:	To support staff in providing engagement and activities for patients and their carers under the direction of the nurse coordinator, the ward manager and the volunteer manager.
General Tasks of Volunteer:	<p>To work alongside members of the Inpatient team to create a safe and welcoming environment.</p> <p>Support Services:</p> <ul style="list-style-type: none"> ● You'll assist in welcoming new patients to the ward e.g. unpacking belongings, providing water jug, etc. ● You'll provide company to patients under the direction of the nurse in charge and take the activities to patients ● You'll assist patients with the use of the IPAD to help them to keep in touch with friends and family ● You'll spend time with patients and their families engaging them in activities such as reading, crosswords puzzles, etc. ● You'll help patients with tasks such getting newspapers, toiletries, refreshments ● You'll show family members and visitors around the inpatient unit. ● You'll answer the intercom and meet and greet staff and visitors by: <ul style="list-style-type: none"> ○ Taking the visitors temperature at the door ○ Front door screening i.e., asking if the visitor has had a recent travel, recent Covid contact, new continuous cough. ○ Assisting visitors with a lateral flow test directing visiting practitioners to the test and wait area before patient contact ○ Assisting the visitor with donning and doffing PPE ● You'll assist with mealtime's following the mealtime mantra

	<ul style="list-style-type: none"> ● You'll answer the nurse's bell and deal with patient queries where possible or providing reassurance someone will be coming soon ● You'll help ensure the general ward areas are kept tidy e.g. bays, corridors, linen store ● You'll ensure patient products and facilities are available and fully functional, and discrepancies reported ● You'll assist patients and carers with completion of questionnaires ● When there are no patient or visitor duties, you'll assist with administrative tasks e.g. photocopying, collating document packs, filing ● You'll help ensure patients and visitors concerns and complaints are dealt with immediately and locally. ● You'll ensure all medical queries are directed to the nurse in charge. <p>General:</p> <ul style="list-style-type: none"> ● You'll maintain the highest standards of personal and professional integrity in line with The Trust's code of conduct ● You'll practically implement Equal Opportunities in your daily work, ensuring that patients and their families' diversity and cultural needs are respected, and discrimination or harassment is challenged ● You'll report any concerns or risks to the ward manager or the Volunteer Manager ● You'll follow all policies and procedures in relation to your role ● You'll help out with other duties as may be reasonably required from time to time ● In the event of accidents, emergencies or untoward occurrences, you'll respond as directed by the Ward/Department lead
Skills and Qualifications:	<ul style="list-style-type: none"> ● You'll be friendly and proactive ● You'll be able to use your initiative and ask for help when needed ● You'll understand the importance of confidentiality ● You'll be a good communicator with excellent people skills in person and over the phone ● You'll be comfortable volunteering within a group or by yourself
Any additional training needed by volunteer:	You'll undertake any extra training needed for the role
Signed by Placement Lead:	