**VOLUNTEER ROLE DESCRIPTION**

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| **Title** | Ward Support and Companion |
| **Department** | Birmingham Women’s Hospital |
| **Key contact** | Shift leader |
| **Purpose** | To provide a friendly welcome to wards and departments and assist in providing practical support to BWCH staff and families |
| **Time commitment** | Minimum of one three hour session per week for six months. |
| **BWC values** | Ambitious, Brave, Compassionate |
| **Additional Training Requirement** | Hand hygiene  Selfcare and wellbeing  Communication |

**Patients in our hospital can be here for a few hours or many weeks. Some will be bored, sad, scared or need reassurance; others will be happy and excited. You have a unique opportunity to be there when they really need someone and to make a difference.**

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| **Key tasks** (what you will be doing):   * Ensure you are up to date on the current guidelines around infection control. * Provide our patients, relatives and visitors with a warm welcome and ensure infection control guidelines are upheld. * Be a supportive companion   + Chat to patients and families, and help them feel at ease   + Support at meal times with trays, clearing tables, with drinks etc   + Watch the baby if parent goes to the bathroom (postnatal wards)   + Refill water jugs   + Respond to patient buzzer and refer to appropriate member of staff   + Answer general queries about the hospital, ward and services * Support the ward with the coordination of visiting times * Transport notes, bloods etc as required * Restocking cupboards * Clean equipment * General housekeeping duties, wiping down beds, restocking gloves etc. * Support with patient discharges, escorting and carrying bags for the patient * Escort patients and families around the hospital as appropriate ie chapel, canteen, clinics or other wards * Assist with admin packs and audit work as required * Report any incidents to the Shift Leader * Keep all information given or discussed within the hospital confidential * Attend relevant training sessions provided by your department |
| **Boundaries** (what you won’t be doing):   * No clinical care of patients * No picking up or holding babies * No personal care (e.g. toileting or getting patients changed) * No lifting of heavy items/equipment * No feeding of patients * Keep all information given or discussed within the hospital confidential * Attend relevant training & induction sessions provided by your department |
| **Skills and other requirements:**   * Ability to embody the BWC values in your actions and behaviours * Ability to approach patients, parents and families in a confident and caring manner * Understanding of loss and bereavement issues * Listening skills * Sensitive and tactful * Emotionally mature * Reliable and trustworthy * Understanding of, or ability to learn, personal and professional boundaries * This is not a job shadowing opportunity and should not be considered a work placement. You must be motivated to volunteer, rather than shadow staff |
| **Benefits to the volunteer:**   * Opportunity to volunteer in a great hospital * Improve the experience of patients and their families * Experience a professional environment * Gain skills and practical experience with children and young people * Opportunity to attend social events and be recognised for your contribution |
| **We will provide:**   * Induction into the hospital and your ward/department * On-going support from a named member of staff * Additional training as required for your role including – hand washing / Covid-19 advice / use of PPE / Communication and self care Training * Reimbursement of your travel expenses (on production of receipts) * A written reference upon the completion of 50 hours of volunteering |