

Role: Ward Helper

Department /Area: Sussex Community Foundation Trust – All areas

Purpose:

To provide companionship and support to patients on our bedded units. Helping our patients feel involved, engaged, and promote their wellbeing.

In our Intermediate Care Units throughout Sussex, our patients are offered short term recovery and rehabilitation. SCFT's aim is to keep patients out of hospital where we can and support patients to leave hospital. **All sites need volunteers, so location to be discussed at interview.**

It is essential that volunteers can take an initiative-taking approach to their role whilst always being guided by their supervisor and requirements of patients. We are looking for volunteers who can commit to one 2-hour shift per week for a minimum of 6 months.

Key Tasks (what you will be doing):

- Speaking to patients and providing companionship.
- Assist patients with completion of feedback forms if required.
- On occasions assist with bed making and assist with putting stock away.
- Playing games; at the patient's bedside - cards, colouring, puzzles etc.
- Supporting patients with dementia and patients with a possible diagnosis of dementia in engaging with reminiscence activities. This includes using RITA: 'Reminiscence Interactive Therapy Activities' technology.
- Encouraging conversations about music patients like to listen to or about instruments they have played and to use the music apps on SCFT iPad to engage patients with sounds and music.
- Help patients with phone calls to families, using ward mobile phone or their own.
- Any tidying up around patient's locker and bedside table with their consent.
- To encourage participation in ward activities.
- To report and share any concerns/feedback from patients about risks to themselves or others.
- To inform staff about activities undertaken with patients and any significant changes in mood or behaviour.

The Skills you Need:

- Well presented, with a friendly and approachable manner and good verbal communication skills.
- An ability to relate well to people on a one-to-one basis and be sympathetic to others' situations.
- An ability to be patient and calm even in the face of difficult situations. Demonstrate empathy and compassion where needed.
- An ability to start conversations/activities without prompting.
- An ability to act on own initiative within the role description.



- Punctual and dependable.
- A willingness to be flexible and to follow the guidance of a Placement Supervisor.
- A commitment to the trust's equal opportunities and diversity policies.
- A willingness to abide by SCFT's guidelines, including Confidentiality, Health and Safety, Safeguarding Adults and Children and Manual Handling.

What is in it for you:

- Increase your social and relationship skills.
- Gain career experience.
- Volunteering provides a sense of purpose.
- Support and training provided.
- Increases self-confidence.

Requirements of the role:

Pre-placement checks, training and support:

- You must be aged 16+ to apply.
- Role is fully accessible.
- You must have a Standard DBS check for this role. We can help to arrange if not.
- Completion of Occupational Health and self-declaration forms.
- Happy to complete a C19 Risk Assessment and sign a disclaimer form before commencing in placement. Will be discussed during recruitment process.
- Complete SCFT's Volunteer Statutory Training.
- You will receive a local induction/orientation and any required additional training.
- A Volunteer's Handbook will be issued.
- Support and direction will be offered from the Ward Manager and Ward staff.

How we will keep you safe:

- All roles have been risk assessed and we continue to review these risk assessments. Any changes will be communicated to you.
- All services and locations have been risk assessed against C19.
- You will be issued guidance on what to consider before attending a placement, to minimize the transmission of C19.

SCFT is committed to promoting the wellbeing of adults and children and protecting them from abuse and neglect.

Disclaimer:

No applicant will be unfairly discriminated against on account of their age, cultural/religious/political belief, disability, ethnicity, gender, race, relationship status, sexual orientation, and/or Trade Union membership/stewardship.

Please note volunteers will not be asked to help in ways which facilitate a decrease in paid employment. The work of volunteers will complement and not supplement that of paid employees of the Trust.



Excellent care at the heart of the community