

Voluntary Services Role Description & Person Specification	
Voluntary Position Ward Support Volunteer	Responsible to - MacDonald Ward Matron
Ward/Area MacDonald Ward Conquest Hospital Lead supervisor Ward Matron – Plus contact details	Description of Ward MacDonald Ward is one of three Frailty wards based at the Conquest hospital, caring for patients who are frail and elderly (usually over 75 years of age). There are 28 beds on the ward; split into 4 bay- areas made up of 6 beds in each bay. Values: Macdonald provides individualised care identifying physical, social and psychological needs of patients and their families/carers, respecting patient confidentiality and privacy. Aim: To help patients attain, maintain and restore health via problem solving, goal/objective setting, leadership and decision making. Discharge planning commences on admission and ongoing care and support for patients is coordinated and facilitated by staff.
DBS requirements Yes an enhanced DBS would be required for this role	
Key Task <ul style="list-style-type: none"> ● Interact with patients, including – reading and conversation ● Support and facilitate patient engagement activity to include music, arts and crafts, bingo ● Help patients complete their menu choice ● Making drinks for patients ensure water jugs are replenished ● Assist giving out meals, encourage patients to eat, ensure they can reach their meal ● Accompany patients medically fit and able, off the ward for a walk or visit to the gardens – including use of wheelchair, if needed ● Assist patients / visitors complete Friends and Family Test (FFT) questionnaires prior to discharge ● To support administrative tasks such as filing and photocopying ● Making up admission packs ● Errands to pharmacy and Pathology <p>Further tasks and duties as identified by Ward Matron and staff team</p> Your Safety and Protection <ul style="list-style-type: none"> ● Social distancing will be in place, to ensure your safety and protection ● A protective, disposable face mask must be worn at all times 	

Who we are looking for

- A friendly, adaptable and approachable manner
- Ability to be empathetic, patient and calm in difficult situations, as they arise
- Ability to follow instructions and be flexible
- Ability to act on own initiative, within set boundaries
- Excellent interpersonal and communication skills
- Proactive and attentive to patient needs
- A commitment to support and enhance our patients' experience
- The ability to work effectively as part of a team
- Have a good understanding of confidentiality and respect patient privacy

Hours

- Core working hours between 10 am – 5pm
- There are 3 sessions: 10am-2pm, 1pm-5pm or 10am-5pm

Note – patient engagement activities are between 2- 4pm only

- Monday to Friday
- Saturday and Sunday to be specifically arranged with the Matron
- Minimum of 4 hours per 'shift'
- Frequency of weekly shifts – minimum once a week
- Hours and frequency of shifts to be agreed with Ward Matron

Training and Support**How you will be supported in your role:**

Your named Area Supervisor and/or named on site staff member will act as your main point of contact to support you, answer questions and provide help when you need it.

Specific role training as identified by your Area Supervisor and supported by Voluntary Services Team

- Understanding safety measures relating to Covid-19
- Wheelchair User training

Volunteer induction and training: All new volunteers are required to carry out mandatory volunteer online induction training prior to a start date being arranged. An information booklet will be provided to explain how to register on the Health Education England website to access this modular training – proof of completion will be required. Following on from this induction training, volunteers will need to update their training periodically to enable your volunteer registration to be maintained.

You will receive a Volunteer Handbook – which includes information on Health and Safety, Information Governance, Fire Safety, Infection Control, Equality and Diversity, Moving and Handling and Safeguarding.

Voluntary services will be providing you with a guide to on-line training resources for key areas of training, as set out in your volunteer handbook, also further training identified as required by your role.

- Expenses to be redeemed following ESHT Volunteers expenses claim procedures