**Winter Pressure Volunteer – Role Description**

**Volunteer Role:** Winter Pressure Volunteers

**Daily Supervision:** Therapeutic Support Programme Team Office

**Accountability / Professional Responsibility:** Lead Nurse Therapeutic Support & Therapeutic Support Programme Team

**Location:** James Cook Hospital, Middlesbrough

**Winter Pressure Volunteers will;**

* Provide Therapeutic Support and interaction for patients
* Visit the shop or run other errands for patients and ward staff as requested
* Support hydration and nutritional needs of patient.
* Encourage patients to eat and keep them company while they are eating.
* Help serve patients meals and/or drinks and support patients to order food for their next meals.
* Support patients whilst eating (you must complete training before being allowed to do this.)
* Ensure that each patient is wearing a legible identity band stating their name, hospital number, and name of the ward.
* Prepare the bed area for new patient admission, i.e. make the bed, clean the locker.
* General ward tidying, i.e. linen room, store room, utility rooms, teaching room, staff changing room, bathrooms, patient lounge
* Tidy and clean surrounding areas.
* Distributing questionnaires and helping patients fill them in.
* Be under the direction of nursing / HCA staff on the allocated ward and Accept appropriate supervision and guidance from staff
* Escort patients off the ward – Only with permission from a senior member of staff

**Personal Qualities Required:**

* Tact and sensitivity
* Pro-active, respectful and attentive to others
* Excellent communication skills
* Commitment to the South Tees volunteering service
* Ability to work alone and as part of team
* Polite, friendly and approachable
* Honesty and Integrity
* Team Worker and a willingness to learn
* Follow instructions
* Commitment to upholding confidentiality
* Act on own initiative
* Empathetic, patient and calm
* Professional approach
* Eager to take initiative

**Administrative Responsibilities**

* Assist with completion of patient surveys
* Recognise and respect patient, staff and visitor confidentiality
* Show respect / Good Manners / Workplace Etiquette

**Management and Leadership Responsibilities**

* Supporting new volunteers as and when required

**Policy and Service Development**

* Act as an ambassador for the Therapeutic Support Team and promote the service

 **Recruitment**

Volunteers must complete the following recruitment before commencing their role;

* 2 Successful References
* DBS Clearance
* Occupational Health Clearance
* Training

**Training Requirements**

*As a Therapeutic Care Volunteer, you will complete the following training:*

* Trust Corporate Training
* Therapeutic Support Programme - Volunteer Induction Training
* Any other training identified as appropriate to the role
* Donning and Doffing

**Your Commitment:**

Your commitment to this role will be discussed on an individual basis. We ask that all volunteers commit to a minimum of 2 hours per week.

**Support and Supervision:**

Your first line of support and for any enquires will be the Therapeutic Support Programme Team, opposite Costa Coffee, within James Cook Hospital. .

**Communications:**

The Therapeutic Support Team will provide you with any information, updates, training opportunities and detail of upcoming events on a regular basis.

Regular communication will be through Social Media, Email notification, Written (Newsletters) and verbally.

**Users of the Service:**

All patients/carers/visitors/staff within South Tees Hospitals NHS Foundation Trust

 **Uniform:**

* Burgundy NHS Volunteer Polo Shirt (Provided)
* NHS Volunteer Badge (Provided)
* Black Trousers
* Black Shoe

**Organisational chart**

Assistant Director of Nursing – Workforce

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Lead Nurse Therapeutic Care Support

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Therapeutic Care Support Team

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Volunteers

|  |
| --- |
| **Person Specification** |
| **Knowledge and Skills**  |
| *Essential*  | *Desirable*  | *Assessment Method*  |
| * Able to Communicate effectively both verbally and written
* Good understanding of the importance of confidentiality
* Able to present themselves positively and professionally
* Good communication and interpersonal skills
 |  | * Application
* Interview
* References
 |
| **Qualifications & Training**  |
| *Essential*  | *Desirable*  | *Assessment Method*  |
| * Good command of verbal and written English
* Committed to undertake training as appropriate for the role
 |  | * Application
* Interview
* References
 |
| **Personal Attributes**  |
| *Essential*  | *Desirable*  | *Assessment Method*  |
| * Committed, motivated and enthusiastic
* Able to remain calm in a busy stressful environment
* Flexible, friendly, caring attitude
* Able to work as part of a team
* Responsible, reliable, mature, honest
* Willing to make the most of training support opportunities
* Willing to treat all patients, relatives, visitors, staff and other volunteers with consideration, dignity and respect.
* Accept appropriate supervision and guidance from staff
 |  | * Application
* Interview
* References
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**For more information please contact:**

Therapeutic Support Team 🕿 01642 835863

The James Cook University Hospital

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Middlesbrough

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