

WARD VOLUNTEERS

Daily shifts are:

7.30am-10am	10am-1pm	1pm-4pm	4pm-7pm
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Reporting to: Nurse in charge of shift. Head of Department: Lead Nurse

Tasks include (depending on chosen shift):

- Making drinks
- Making breakfast
- Assist staff with bed making
- Mealtime assistance (menu selection, offering handwipes, encouragement to eat, etc)
- One to one feeding support (following specific training)
- Changing drinking water
- Patient experience surveys/Friends & Family Test feedback
- Chatting to patients, including reading books/magazines, games, reminiscence
- Running errands for both staff and patients (transporting patient notes, trips to shop etc)
- Wayfinding for visitors
- General tidying and stocking up of gloves, hand gel, aprons, etc
- Accompanying patients leaving the ward (strictly by agreement with ward staff)
- Demonstrate TV/radio system and issue headsets to patients
- Hair washing/styling and shaving (if volunteer deemed competent)
- Check patient information posters and leaflets are present and upto date
- Repositioning of bed for patient comfort (by agreement with ward staff)
- Other tasks which may from time to time be agreed with nursing staff

Person Specification

- Share the Trust's value "Where People Matter"
- Approachable and friendly personality
- Good communication and listening skills
- Calm nature and is not easily flustered
- Has an interest in excellent patient care
- Has the ability to work under their own initiative as well as part of a busy staff team
- Reliable, committed, high integrity, honesty and trustworthiness
- Caring and compassionate

Training

- Nutrition support/feeding patients
- Sensory awareness
- Dementia friends
- Patient handling/bed repositioning