

Volunteer Specified Role

Volunteer Area: - Ward Based

**Responsible to: Volunteer Co-ordinator
Ward Manager/Nurse in Charge
County Hospital**

VOLUNTEER ROLE PURPOSE

Support the ward by assisting with general duties such as; chatting to patients, giving out meals, making drinks, stocking up and running errands.

MAIN DUTIES AND RESPONSIBILITIES

SPECIFIC

On entering the ward

- Cleanse Hands using alcohol hand rub.
- Make sure that you are wearing your ID badge.
- Approach the nurse in charge to make them aware of your presence.
- Ask to be introduced to your ward mentor
- Ask whether there are areas or patients you should not visit.

Meal and Refreshments:

- Assist with meal delivery to patients (under guidance of staff and no direct feeding to be undertaken)
- Collect menus and help patients who may need assistance to be able to complete (under the guidance of staff if dietary requirements).
- Check menus with the board to ensure that every patient who can eat has ordered their meals.
- Fetch late meal requests and special menus from the kitchen.
- Collect up any used cups so that they can be washed.
- Refill water jugs and cups (again under guidance where necessary).
- Refill the cold water reservoir on the mobile hot drink machines when water level is low.
- Restock the mobile drinks machine with Tea, Coffee, Hot Chocolate and Soup when stock levels are low.
- Restocking of the aprons, gloves and general ward stocks when required).

Assisting Patients:

- Chatting to patients.
- Reading to patients.
- Encouraging and helping patients to complete the patient satisfaction questionnaire.

- Passing patients their towels, papers, books, drinks and other personal items.
- If patients ask for a nurse let a member of staff know.

Assisting the staff:

- Assist nursing staff to make beds.
- Clean bed tables if they have become dirty due to food or drink (being aware of Infection Control issues (guidance to be given by nursing staff)).
- Fetch wheelchairs as and when required.
- Assist with general tidiness of locker tops and tables (awareness of Infection Control issues)

Restrictions

- Do not administer food, drinks or medication to patients.
- Do not engage in hands on contact with patients.
- Do not observe or engage in any type of patient treatment such as bathing, toileting or clinical activities.
- Volunteers must always check with the ward before assisting with delivery of meals and drinks to patients.

GENERAL

- Ability to respond to a range of difficult and emotional situations both face to face and on the telephone with an efficient and caring manner
- Be enthusiastic, friendly and approachable
- Demonstrate a commitment to the role with regular attendance
- Maintain confidentiality
- Able to complete tasks required independently and as part of a team

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