

## 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

This document is not intended to form a part of a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.