

VOLUNTEER ROLE DESCRIPTION

Role Title	Ward Support Volunteer
Location	Ashford, Canterbury & Thanet Hospices
Time Commitment	5-6 hours minimum per week
Responsible To	Senior Nurse in Charge
Shift Times	9.00am – 3.00pm; 2.00pm – 7.00pm

PURPOSE OF THE ROLE

Pilgrims Hospices in East Kent provides care and support for patients and their families who are living with a life limiting illness. This care and support is provided in our hospices and in the community by a multi-professional team and supported by volunteers.

The aim of this role is to place our patients at the centre of everything we do and to provide positive engagement and emotional support, whilst meeting holistic needs of the people we care for.

This volunteer role will work closely with our multi-professional team on a daily basis adding value to patients, families, visitors, fellow volunteers and staff. The role will form a key part of the welcoming atmosphere we aspire to achieve on the wards at all times.

KEY DUTIES AND RESPONSIBILITIES

Communication and Liaison

- Communicate as appropriate with members of the multi-professional team on the ward as part of each shift
- Welcome patients and visitors to the ward and describe the layout of the area.
- Undertake basic family liaison link work as appropriate
- Liaise with the volunteer reception team as required
- Understand and participate in all relevant H&S, fire drill and ward safety procedures as required
- Help patients to complete 'What matters to me' boards and any other ward surveys
- Assist clinical staff with tidying and restocking all ward areas as instructed
- Be up to date and familiar with Hospice events, activities, fundraising campaigns to be able to advise as required

Patient Support – Food, Drink and Environment

- Provide drinks for patients and visitors, including refreshing patients' water jugs
- Prompt patients, as appropriate, to drink when sitting at the bedside
- Liaise with the catering team to help fulfil the catering requests on the ward
- Take any orders from patients for shopping as required
- Set up a shared dining area on a daily basis, encouraging patients as appropriate
- In the absence of the flowers volunteer, arrange fresh flowers and dispose of old ones

Patient Support – Wellbeing Activities

- Work alongside the Occupational Therapist and Wellbeing Practitioners to support directed activities with patients and their families as desired and instructed.
- Become familiar with the menu of activities available to patients and discuss with new patients as appropriate
- Use own initiative to assist patients who would like to do activities such as: jigsaw puzzles, word searches, card games, etc
- Spend time sitting and chatting to patients and families as appropriate
- Spend time sitting quietly alongside patients and families as appropriate
- Accompany patients and families to the garden as appropriate

KEY EXPERIENCE, SKILLS AND ATTRIBUTES
<ul style="list-style-type: none"> Committed to the ethos of the charity and the responsibilities of the role Good communication and people skills Having an enthusiastic, perceptive and compassionate personality is very important A flexible, non-judgemental approach is essential A good listener with an empathetic approach to people An understanding of the importance of the role boundaries and some personal resilience The ability to use own initiative and work independently on occasions Some organisational and possibly creative skills to use within this role would be helpful, but not essential Ability to work as part of a team is essential and an interest in healthcare is desirable.
ESSENTIAL TRAINING REQUIREMENTS
<ul style="list-style-type: none"> Role specific training matrix (see attached) To undertake shadowing / closely supervised shifts until competency work book is complete (see attached) Any other statutory and mandatory training considered relevant to the role
WHAT WE OFFER
<ul style="list-style-type: none"> An opportunity to work in a healthcare setting An opportunity to make a difference in your local community To use your skills in a different setting Being part of a multi-professional team, working with different people Working in a positive environment, with patients, families, volunteers and staff with a like minded philosophy Provision of relevant training and ongoing support
OUR RESPONSIBILITIES TO YOU
<ul style="list-style-type: none"> To provide effective induction and training To provide you with regular support To actively listen and respond to any concerns and worries regarding the role To communicate regularly and effectively with you To value your enthusiasm, willingness and expertise Pilgrims Hospices will want to ensure that applicants have had the time and space to grieve if they have experienced a recent bereavement and, if relevant, this will be discussed a part of the recruitment process
YOUR RESPONSIBILITIES TO US
<ul style="list-style-type: none"> To engage positively with the training and support provided To act within the scope of your volunteering role at all times To maintain confidentiality at all times To adhere to infection control procedures on the ward at all times To seek help and support when needed from the ward team To share comments or concerns in a timely way; that promotes early resolution and avoids misunderstandings To contribute to any evaluation and/ or audit required to review and improve the service To inform the Hub/ward team of unavailability for scheduled duties-with ideally 24hours notice. The role requires an Enhanced Disclosure & Barring Service (DBS) Check. To abide by the required dress code.
<p>The Ward Support Volunteer role is very important and plays a key part in our provision of holistic care and support to our patients, their family members and other visitors on our wards. Volunteers will benefit from bespoke, expert training and robust support mechanisms, and we would therefore reasonably expect a volunteer to stay in the role for a minimum of six months after the completion of their training. By donating your valuable time and skills to the role for at least this amount of time it will ensure that both the volunteer and our patients fully benefit from the experience.</p>