

# Volunteer role description – Ward Volunteer

## Thank You!

Thank You for volunteering at the RUH. The following role description will outline the details of the volunteer role that the Wards requires support with. We are grateful to you for giving your time to the RUH and hope you have a great experience while volunteering with us.

### Role Title:

Ward volunteer

### Your named Volunteer Manager on the ward/ department is:

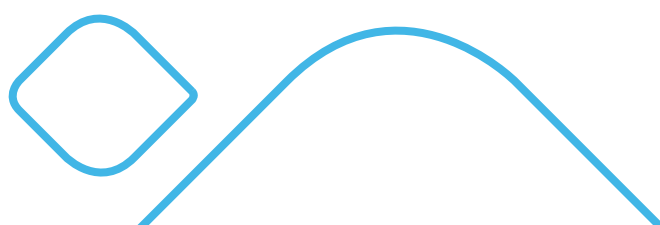
This will depend on each ward, each ward will have a dedicated volunteer champion

### Location of your volunteer role:

Each volunteer will be part of the dedicated ward team. You will be recruited to a specific ward

### Role purpose:

As a volunteer you will support the healthcare team with providing high quality care and support to inpatients. You will be completing identified tasks which enhance patient experience while they are an inpatient at the RUH.





## General Tasks:

At the beginning of the shift, you will be reporting to the senior nurse to discuss the task that they require support with. Some of these could be the following:

- Support patient with **feeding** during lunch time and dinner times
- Support with **tea and coffee** rounds
- Support with low level **enhanced care needs**. This is where vulnerable patients require some additional support to reduce risk of escalation, agitation and fall prevention.
- Support taking **patients off the ward** to visit the charity shop or enclosed gardens
- Support with taking **patient's feedback** through completing FFT cards (Friends and Family Test)
- Support and engage **patients into activities** to reduce risk of deconditioning.

Volunteers will not be asked to support with any aspects of personal care, clinical procedures or manual handling.

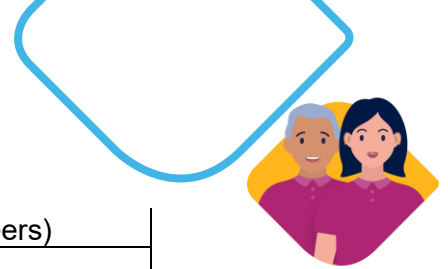
## Skills, experience and qualities needed:

- A patient and calm manner is essential
- Excellent communication skills
- Non-judgemental and sensitive approach
- Positive attitude
- Enthusiastic and keen to work with a broad spectrum of patients
- Reliable
- Able to work as part of a team

## Support and training:

- All volunteers will complete Mandatory training as part of their onboarding journey. This will include:

|                                                     |
|-----------------------------------------------------|
| Roles and responsibilities of a volunteer           |
| Communications for volunteers                       |
| Data security awareness for volunteers              |
| Conflict resolution for volunteers                  |
| Equality, diversity and human rights for volunteers |
| Safeguarding adults for volunteers                  |
| Safeguarding children for volunteers                |



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|--------------------------------------------------------------------|
| Preventing radicalisation (basic awareness for volunteers)         |
| Mental health awareness for volunteers                             |
| Health, safety and infection prevention and control for volunteers |
| Fire safety for volunteers                                         |

- All new ward volunteers will be invited to additional training session which will cover:
  - Dementia care training
  - Safely pushing of wheelchairs
  - De-escalating techniques
  - Feeding training and Dysphasia awareness
- Friends of the RUH will provide mandatory hospital induction and training through 'Better Impact system'
- Volunteers will be given an induction plan during their first shift, and this will be reviewed with the ward's volunteer champion after eight weeks.
- Volunteers will be made aware of the Wellbeing support team and the services this offers to them.
- Volunteers will be encouraged to attend Oliver McGowan training

## Shift Pattern:

We would like to encourage volunteers to apply for this role to be able to commit to weekly shifts for a minimum of six months.

Shifts will cover lunch time and dinner times 11.00-14.00 15.00-18.00

## What is in it for the volunteer?

- Meet new people
- Develop confident skills around supporting people in clinical settings
- Share existing skills and develop new skills
- A sense of satisfaction and 'giving something back'
- Experience of working in a clinical environment/ healthcare setting

## Our expectations of volunteers:



- To be able to commit to consistent weekly shifts
- To raise any concerns with staff so support can be provided accordingly
- to commit to upholding the trust's core values and RUH policies

## Any other information relevant to the role:

### Volunteers will not work with:

- Any patients assessed as level 3 & level 4 enhanced care
- Any patients assessed as red or purple on the mental health matrix
- Any patients with significant behavioural or communication difficulties
- Any patients required enteral feeding or with an unsafe swallow
- Any patients with a NEWS 3 and above
- Any patients with infections

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|  | If you have any further question, please do not hesitate to contact the Volunteering team on<br>01225 825319                                       |
|  | Royal United Hospitals Bath NHS Foundation Trust<br>Combe Park, Bath, BA1 3NG<br>01225 428331   <a href="http://www.ruh.nhs.uk">www.ruh.nhs.uk</a> |