Volunteer Role description



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| ROLE TITLE | Ward Helper |
| DEPARTMENT | The Ward; non-clinical; managed by Support Services |
| DAYS/HOURS OF DUTY | Monday to Sunday – Morning Shift (9am – 1.15pm); Afternoon (1.30pm – 4.30pm); Twilight (5pm – 7pm); Evening (7pm – 8.30pm).  Monday – Friday Shifts can be covered on a regular basis or on a flexi basis; Saturday and Sundays or covered on 1 in 4 rota basis. |

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| REPORT TO | Support Services Business Manager - Housekeeping staff team on duty at the time |
| ACCOUNTABLE TO | Head of Support Services |
| KEY RELATIONSHIPS | Housekeeping staff and Ward volunteers, Catering staff, Nursing staff, individuals in our care, families, carers, visitors, other hospice staff and volunteers. |

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| **ROLE SUMMARY** |
| To carry out non-clinical practical tasks, within an established shift pattern, which assists the Housekeeping team and Ward nursing staff in the general care of those in our care; their families and carers. |
| **MAIN DUTIES** |
| The duties will include:   * To carry out the various tasks, as learnt during induction/training with the volunteer Ward Trainer and/or Housekeeping staff member. * Tasks will include: * Providing those in our care with refreshments * Asking patients for their meal choices * Helping Housekeeping staff to serve patients their meals * Setting up meal trays, collecting used meal trays, including crockery and cutlery * Restocking cupboards in the various kitchen areas in the Visitors Lounge and within IPU * Drinks Trolley round (evening shift only) * To help the Housekeeping staff and assist them as required * To guide carers and visitors to the Visitors Lounge and/or Orange Café; or elsewhere, when required. * To follow the guidelines learnt during mandatory training and induction training where it covers such subjects as infection prevention, hand washing procedures and food hygiene standards. |
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| **Dress Code** |
| As part of the Infection Prevention measures our dress code whilst on our Inpatient Unit is:   * No Rings should be worn, the only exception is a plain wedding band * No Watches * You should be Bare Below the Elbow * No open toe shoes * Nails to be kept short, clean and no polish |
| **ESSENTIAL PERSON SPECIFICATIONS** |
| * Good listening and communication skills * Good time keeping skills so tasks are completed when required * To be physically able to carry out the tasks required during the shift times * To adhere to the hospice’s Dress Code appertaining to patient care areas * (full specification appears later on in this role description) |
| **ADDITIONAL REQUIREMENTS OF THE VOLUNTEER** |
| **DBS CHECKS:** a criminal record check will be required for certain volunteering roles.  If this is required a volunteer will be informed during the recruitment process and the process explained.    **CONFIDENTIALITY/DATA PROTECTION/INFORMATION GOVERNANCE**: volunteers need to maintain confidentiality, security and integrity of information relating to patients, staff, other volunteers; and other hospice matter, during the course of their duty.  This will include legislation and hospice policies and procedures the Care Quality Commission expect to see adhered to when they inspect the hospice services.    **VOLUNTEER AGREEMENT:** volunteers when accepting and commencing volunteering with Saint Francis Hospice, are showing their commitment to adhering to the hospice’s policies and procedures; and other important factors, including those listed below.  A breach of this agreement will be taken seriously.  Information will be provided as required and copies of pertinent policies can be made available upon request.    **EQUALITY, DIVERSITY & INCLUSION:** The hospice is committed to the development of positive policies to promote equal opportunity and value diversity within the organisation; and has a clear commitment to equal opportunities.  Whilst, all employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice, volunteers are also expected to adhere to the hospice’s policy on equality, diversity and inclusion.    **FIRE/HEALTH AND SAFETY**: All volunteers must adhere to the hospice policy covering Fire and H&S and be guided by staff when elements of Fire and H&S are made aware to them. All staff and volunteers have a responsibility for fire, health and safety, whether in a supervisory capacity or not.    **HOSPICE IDENTITY BADGES**:  Hospice ID badges, internal and external, when provided, must be worn at all times whilst on duty.    **SMOKING:** The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, volunteers, service users and visitors.  Smoking is therefore not permitted at any point whilst on duty; and volunteers will make use of the same smoking area available to staff.    **DRESS CODE:** Employees and volunteers, are provided with the hospice’s Dress Code and volunteers are required to follow the Code according to their volunteer role.  Some roles will require a more stringent form of dress code than other roles.    **TRAINING**: All volunteers, when starting, complete a number of short topics, which are ‘mandatory’ subjects.  There will also be induction training within the department where volunteering.  Training topics are viewed through eLearning, but hard copies of the topics can be made available to any volunteers who do not have access to a computer.  Other training opportunities will be explained by the volunteer’s supervisor from time to time |

**Volunteer Ward Helper**

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| **E = ESSENTIAL** | **D = DESIRABLE** |

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|  | **Skills/Abilities/Knowledge** | **E** | **D** |
|  | Good listening skills | √ |  |
|  | Good clear communication skills | √ |  |
|  | Demonstrate patience when communicating with patients and visitors | √ |  |
|  | Able to demonstrate practical abilities | √ |  |
|  | Able to carry out duties as part of a team, or working solo | √ |  |
|  | **Experience** |  |  |
|  | Helping sick and/or distressed people; including those suffering from dementia |  | √ |
|  | Communication with sick and/or distressed people; including those suffering from dementia |  | √ |
|  | **Other Requirements** |  |  |
|  | To be physically able to carry out the tasks required during the particular shift to be covered | √ |  |
|  | To be a good time keeper | √ |  |
|  | To agree to commit to shift times of the particular shift to be covered | √ |  |
|  | To be flexible and able to swap with other volunteers within the established rota or cover for others who are absent owing to holidays or sickness |  | √ |
|  | Willing to learn a new topic or attend appropriate training sessions which become part of the Ward Helper’s role | √ |  |
|  | To adhere to the hospice’s policies and guidance, including Dress Code for patient areas; infection prevention, good hygiene and data protection. | √ |  |
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