



Volunteer Role Description

Ward Volunteer

Post	Ward Volunteer
Location	Various Hospital Sites within Cardiff and Vale UHB
Reports to	Ward Sister/Charge Nurse or Deputy
Accountable to	Volunteer Manager

Outline of Role

Main tasks: The overall aim of the role is to act as a befriender to service users. This will not include advocacy or counselling.

- To treat all service users with dignity spending time in general conversation and listening. Showing empathy, assisting with social activities as directed by ward staff.
- Assist staff with any activity sessions scheduled for service users, this could include arts and crafts, quizzes, and seasonal holiday activities.
- Assist with providing hot or cold drinks as and when requested by staff members outside the scheduled drink service currently provided.
- Provide a reading/writing service where appropriate
- Accompany service users to other departments if requested by qualified member of staff.
- Collection of items from hospital shops for service users if requested
- Assist service users in de-cluttering personal space
- Directing relatives/carers/visitors to service users/nurses
- Assist towards helping the wards/clinics to facilitate the completion of departmental questionnaires, comments cards, surveys etc.



Location:

Volunteers will be based on various wards/units across Cardiff and Vale UHB

Volunteering with:

Volunteers will volunteer as part of a team, and will be supported and managed by the Volunteer Manager and appropriate Area Manager.

Training and Support:

Volunteers will need to undertake an induction programme on commencement of their Volunteering. Volunteer training needs will be identified through the supervision process and met through the Cardiff and Vale UHB Corporate Training Programme

Time Commitment:

The Volunteer will be able to undertake a minimum time commitment of at least 2 hours per week of his/her choice.

Expenses:

Volunteers will be reimbursed for out of pocket travelling costs.

Personal Requirements:

- To be confident when communicating with service users, visitors, staff and general members of the public.
- To be enthusiastic about the aims and work of Cardiff and Vale UHB.
- To display levels of empathy and understanding at all times.
- To be presentable and smart, always wearing UHB volunteer uniform and identification badge provided.
- To recognise when to refer issues and questions to staff employed by the UHB.

Benefits to the Volunteer:

This volunteer role offers:

- Experience of team working.
- Satisfaction of assisting others and providing an invaluable service to the Health Board and community.
- An opportunity to develop personal skills and experience.
- Potential to undertake training within the UHB

Important Notes

- This role involves liaison with service user's staff and the general public and it is essential to adopt a courteous and professional manner at all times.
- Strict maintenance of confidentiality confidence is essential in this role and is explained in the Cardiff and Vale UHB Confidentiality form signed by all volunteers
- The Volunteer will be required to attend mandatory training days and staff support meetings as arranged
- The Volunteer will be reliable in terms of availability offered and should try to give reasonable notice of non-availability
- The Volunteer must wear their identification badge at all times whilst on duty, along with any uniform that has been provided
- The Volunteer should not handle any monies or accept gifts. If gifts are offered, please inform the Ward Manager or Deputy in their absence
- The Volunteer must maintain a high standard of personal hygiene and awareness of strict infection control procedures
- The Volunteer will not undertake any duties that include physical care, i.e. lifting service users/pushing wheelchairs
- The Volunteer will not undertake any duties that have not been previously agreed.

Personal Requirements

Health Board Volunteer

CRITERIA	ESSENTIAL	DESIRABLE
Understanding the importance of confidentiality and Health Board procedures	Yes	
Experience of working in a health care setting		Yes
Good communication skills	Yes	
Ability to speak Welsh		Yes
Ability to work on own initiative and as part of a team	Yes	
Reliable and punctual	Yes	
Experience of befriending		Yes
Experience of volunteering		Yes
Willingness to undertake training	Yes	
Available to volunteer for at least 2-4 hours per week	Yes	