VOLUNTEER ROLE DESCRIPTION

Role	**Patient Ward Buddy (Ref No. RD003)**
Summary of Role	Supporting patients and staff as part of a multidisciplinary team by providing an additional pair of hands to assist with non-clinical activities on a specific ward.
Benefits to Volunteer	• Opportunity to develop new and existing skills • Satisfaction of knowing you are making a vital difference to the work of the ward/department • Develop personal and social skills • Gain confidence and self esteem • Experience of working in a hospital environment • Feel part of a team • Meet new people
Base	On Wards - Trustwide
Responsible to	Volunteer Supervisor at your placement – normally a ward sister/departmental manager/team leader
Days and Hours of Work	5 days a week – Mon - Fri (Between the hours of 0900-1300 and 13.00-17.00) or as agreed. (Minimum of one 4 hour shift per week)
Key tasks	**Tasks may include the following:** **Support with hydration and nutrition** • Helping patients to choose meals and fill out order cards • Offering support to serve meals, refreshments and snacks. • Supporting patients to ensure they are drinking enough water and with assistance at mealtimes. • Offering support or prompting patients to eat, helping to ensure food is cut up, opened and accessible as required. • Helping to feed patients (only with additional training) • Keep patient and staff water jugs filled and provide tea and coffee • Making drinks for staff **Befriending /patient support** • Offering support to patients – talking to, and interacting with patients to promote their wellbeing, recovery, safety and comfort on the ward.

- Supporting virtual visiting and helping patients to remain in contact with their family and friends using technology or relaying messages where appropriate
- Supporting the gathering of information for family liaison service
- Encouraging patients to get up in the morning and to go to bed at night and to occupy themselves during the day.
- Reading to patients or supporting them with individual activities, where appropriate
- Support and facilitate patient engagement activity to include music, arts and crafts, bingo
- Ensuring patients have the essential items they need. Liaise with response volunteers (if in place) to run errands for patients.
- Accompany patients medically fit and able, off the ward for a walk or visit to the gardens – including use of wheelchair, if needed (the patient must be able to get in/out on their own) (subject to additional wheelchair training)

Cleaning and restocking of bed areas

- Clearing patient area after a patient leaves, wiping down trollies, tables, chairs in accordance with local policies and procedures
- Supporting staff to check oxygen and suction following each change of patient
- Checking stocks of linen, calling linen room to replenish as necessary
- Helping restock PPE, equipment and supplies

Supporting patient discharge from ward

- Supporting initiation of discharge planning with new arrivals on wards
- Discussing discharge plans with patients helping to answer questions and alleviate concerns
- Supporting staff to make onward referrals and ensuring arrangements in place for patients on discharge
- Checking with the nurse in charge if any orders need to be obtained from pharmacy, calling pharmacy runners to collect where possible
- Assist patients / visitors complete Friends and Family Test (FFT) questionnaires prior to discharge
- Completing a discharge checklist with patients, helping patients to call relatives
- Liaising with porters and discharge lounges when patients ready to leave the ward

	Other tasks may include; • To support administrative tasks such as filing and photocopying • Making up admission packs • Errands to pharmacy and Pathology • Answering telephone and taking messages for staff Further tasks and duties as identified by Ward Matron and staff team
Exclusions	**Volunteers are not expected to be involved in any of the following:** • Clinical or medical treatments of any kind • Psychological interventions • Moving or handling of patients • Personal care activities including toileting and bathing • Escorting patients off hospital premises • Care must be taken not to give food and drink to patients without direction from a nurse to ensure patients who are on restricted intakes or have individual requirements, are not compromised • Writing in patient notes unless explicitly directed and signed off by a nurse (e.g. updating family liaison info)
Person Specification and Requirements	• Good communication skills • Able to follow instructions • Willingness to help and support staff and patients • Able to liaise with professional staff at all levels • Able to demonstrate empathy and compassion • Adaptable and willing to learn • Calm and composed • Punctual and reliable • Able to work independently and as part of a team • Comfortable working in a fast-paced environment • Understanding of need for confidentiality • Commitment to uphold trust core values and NHS policies • Comfortable in a clinical environment with patients that may be anxious, distressed or acutely unwell • Ability to show sensitivity, tact, diplomacy and understanding especially in stressful/emotional situations • Recognition of the importance of boundaries • Experience of working within a multi-disciplinary team (desirable)
Training and Support Needs	• Health and Safety • Infection Prevention and Control • Use of Personal Protective Equipment (PPE) • Confidentiality

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- Safeguarding
- Equality and Diversity
- Local trust induction and orientation
- Any other mandatory training as specific by the trust
- Wheelchair training - Required if escorting patients in hospital wheelchairs
- Additional training required to support patients with feeding

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<tr><td>Dress Code</td><td>

- Your issued Volunteer uniform top, ID badge and volunteer lanyard must be worn at all times to clearly show that you are volunteering
- All volunteers are expected to follow the Dress Code Policy

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<tr><td>DBS Check Requirements</td><td>

Using the guidance matrix below provided by HR, the DBS check requirement for this role is;

<u>CATEGORY 1 – HIGH – ENHANCED ADULT CHECK</u>

<table>
<tr><th>Category</th><th>Duties - examples</th><th>Level of DBS clearance</th></tr>
<tr><td>1 – high</td><td>Ward visitor (physical assistance)/Feeding Assistance/Sexual Health Education/ Play assistant unsupervised/Wheelchair Assistance</td><td>Enhanced with barring (either adult, child or both but must depend on ward and not both for ease)

Highlight:

Adult Child or Both</td></tr>
<tr><td>2 – medium</td><td>Play assistant supervised/Breast Clinic Chaperone</td><td>Enhanced (no barring)</td></tr>
<tr><td>3 – low</td><td>Trolley service on the ward (no feeding assistance)/Ward visitor (no assistance)</td><td>Standard Check</td></tr>
<tr><td>4 – none</td><td>Restaurant/Coffee Shop/Newsagent/Meet, Greet, Guide/Main Reception</td><td>No DBS required</td></tr>
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COVID-19 Guidance	• All roles should be risk assessed and mitigations put in place to minimise risks. • The latest Government advice should be taken into account particularly for groups of people considered clinically vulnerable (link here). • Volunteers advised to shield or who are self-isolating should be supported to stay at home and can volunteer remotely if appropriate/possible. • All volunteers **must** be made aware of the need to stop volunteering should they feel unwell and to follow the latest government and NHS advice for the public especially regarding COVID-19 symptoms. • Training, guidance and induction to be provided via e-learning or virtual technology where possible • To reduce risk of transmission, Meet and Greet volunteers shouldn't enter wards or clinical areas where at all possible – if escorting patients, handover to staff on wards/clinical areas at the entrance to relevant ward/department • The role is not based in a clinical area in direct contact with patients, but patients will pass through the public area of the building to get in/out of the wards. Social distancing and good hand hygiene should be adhered to. If general social distancing measures can't be implemented then use of PPE should be assessed • If required, volunteers must be provided with the required levels of PPE in line with staff provision and following PHE guidance • If required, volunteers must be trained in the usage, donning, doffing, and disposal of PPE in line with PHE guidance

Where roles involve volunteers having direct patient contact/volunteering in COVID-19 positive environments then the trust is responsible for provision of PPE that is commensurate with the tasks they are being asked to do, in line with the national guidance on PPE requirements.

VOLUNTEER ROLE DESCRIPTION

Task Description role authorised by;

Name	Job Title	Signature	Date
Andrew Tysoe	**Voluntary Services Manager**	[redacted]	10th March 2021
Jennie Negus	**Head of Patient Experience**	[redacted]	9th March 2021