Barking, Havering and Redbridge NHS University Hospitals

Children's Services Befriender

(age restriction 18 +)

We are always looking for the right people, those who are friendly, passionate, empathetic and respectful. They are people who celebrate the richness and uniqueness of our diverse community, staff and volunteers. We are committed to ensuring that no individual or group is disadvantaged or excluded from playing an active part in our organisation because of their ethnicity, gender, gender identity, disability, sexuality, religion, age, class or geographical location. They are people who have a natural positive disposition, reliable and committed. They wear our volunteer uniform with PRIDE (passion, responsibility, innovation, drive and empowerment) beaming with compassion and enthusiasm.

The role of a volunteer is a unique one, activities complement the care and support given by staff, and they do not replace staff or mitigate staff shortages. Whilst volunteers are not staff, they are part of the BHRUT family. Volunteers will not assist with anything of a medical nursing nature, read patients' medical files or share this information, assist with cleaning or repair any item of equipment. As a volunteer you are in a position of trust this should never be abused or used to advantage yourself or disadvantage a patient.

PLAY GIVES CHILDREN A CHANCE TO PRACTICE WHAT THEY ARE LEARNING

Assist children and young people to provide feedback using a variety of methods, such as FFT survey before they are discharged from hospital, to encourage and assist carers/parents to complete the FFT survey before discharge. Much of this role is to support the Play Specialists and Play Workers to provide therapeutic play activities for children in the waiting areas of children's outpatients departments and the day unit / inpatients wards– this could include colouring, painting, sticking, reading stories, constructive play eg lego/duplo, distraction play such as blowing bubbles, using play dough and playing games. Our volunteers support the Play Specialists in organising and running events in the wards such as musical activities, parties and social events for children and young people or in organising and running user engagement events for children, young people, their carers and families. Listening and chatting with children/young people/their carers/families, keeping company and reassuring anxious and nervous children/young people, carers/families' patients – providing information for them on catering/shopping facilities/other services available within the Trust and nearby. As a children's services befriender you will assist the nursing and HCA staff in promptly delivering the meals to children at mealtimes

Would suit:
18 + and someone who is patient, who likes to engage with young people. Due to the nature of this role an understanding of boundaries is paramount.

Commitment:
Must be available at least one morning or afternoon per week between, Monday