

Ward Buddy Volunteer Role Profile

The Role

To help us enhance the ward environment and experience for our patients by providing social support on a day-to-day basis, engage in conversations, encourage and support patients in non-clinical activities

What will I do?

- Offering support to patients – talking to, listening to, and interacting with patients to promote their wellbeing and comfort. This is undertaken with the guidance of ward staff, as different patients have different medical, clinical and social needs
- Supporting virtual visiting, and helping patients to remain in contact with their family and friends using technology or relaying messages, where appropriate
- 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
- Helping patients to choose meals and fill out order cards
- Offering support to serve meals, refreshments and snacks, as directed
- Offering support or prompting patients to eat, helping to ensure food is cut up, opened and accessible, as directed
- Keep patient and staff water jugs filled and provide tea and coffee
- Ensuring patients have the essential items they need
- Helping restock supplies, as directed by staff
- Collect pharmacy items to support smooth discharge of patients
- Support patients to pack their belongings in preparation for going home
- Encourage and support patients to complete patient experience feedback e.g. Friends and Family Test
- Make staff aware immediately if a patient has any clinical concerns
- Provide feedback to Voluntary Services Team on your experiences and any suggestions for improvement
- Inform Voluntary Services Manager/Ward Team immediately of any problems, concerns or incidents



What will I not do?

- Provide clinical or medical treatments of any kind
- Provide psychological interventions
- Moving or handling of patients
- Personal care activities including toileting and bathing
- Access patient or staff identifiable data (if not authorised directly by the Trust)
- Inappropriately store or take any information that belongs to the Trust or individual patients
- Handle instruments/needles/syringes
- Handle contaminated waste (including delivery/collection of specimens)
- Undertake any manual handling procedures e.g. lifting
- Transport patients in a vehicle
- Communicate in any media that may reflect negatively on the Trust or any of its patients, staff, volunteers or services. If in doubt, please discuss with the Voluntary Services Manager
- Take photographs of patients whilst undertaking any volunteering duties or of staff or other volunteers without their explicit permission

Who will I be accountable to?

- You will be directly accountable to the Voluntary Service Manager
- You will fulfil your role under the same health and safety, employment regulations and confidentiality as employed personnel
- You will be subject to an enhanced Disclosure and Barring Service (previously known as Criminal Records Bureau) disclosure

What skills do I need?

- Approachable
- Positive and friendly
- Confident with dealing with people
- Excellent listening skills
- Trustworthy
- Ability to maintain confidentiality
- Aware of health & safety issues
- Able to work alone, as well as part of a team
- Flexible and keen to learn



What Training is available to me?

- Trust mandatory training
- Corporate induction
- Local induction programme
- General Data Protection Regulation Training
- Any other relevant training

What can we offer you?

- Advice, support, access to training and personal development opportunities
- Clear policies and procedures that govern your voluntary role
- The opportunity to take an active role in Solent NHS Trust
- To be valued for the role that you do
- Reimbursement for out of pocket expenses (by prior arrangement)
- Develop fantastic support and supervisory skills for your CV
- Support flexible hours that suit you
- Give back to your local community
- Support others who are giving back to your community
- Support your local NHS
- Interview offered (after 6 months) with Solent NHS Trust 'bank' team

7 May 2020

Review by 1 May 2021

