

VOLUNTEER ROLE DESCRIPTION

Aim: To enhance the quality of life and environment of the patients by providing social and practical help.

The Volunteer Manager is overall responsible for all volunteers. On a daily basis tasks will be given by the Volunteer Supervisor which should be in line with the volunteers role description.

Volunteers Name:	Commencement Date:
Duty Day/s & Time/s:	Supervisor:

Role Title:	Ward Helper.
Role	<p>To support, a variety of tasks on the Ward. The role of the Ward helper is to complement the work of staff by supporting them in providing patients and visitors with a positive experience during their visit to the area.</p> <p>This role involves meeting and greeting people as they enter the unit/ward, assisting the department by collecting Patient Satisfaction Surveys and keeping visitor areas neat and tidy.</p> <p>Our Volunteers may also be asked to assist staff with putting together information packs, replenishing information leaflets and basic admin/support tasks.</p>
Directorate/Department:	Older Persons Mental Health Service.
Location:	The Limes, Woodlands Walk, St James Hospital, Portsmouth. PO4 8LD
Hours Per Week:	As per arrangement and need. 1-4pm
Accountable to:	Admin lead, Dawn Jeffery. Modern Matron, Graeme Matthews
Summary of Responsibilities:	<ul style="list-style-type: none"> • Meet & Greet visitors. • Keep patients company and stimulate. • Chatting to patients and putting them at their ease. • Keep visitor areas tidy. • Carry out patient surveys. • Feedback any relevant information from patients or visitors. • Basic admin tasks if required.
Limits of Authority:	<ul style="list-style-type: none"> • There will be no supervisory duties with this role.
Volunteers must:	<ul style="list-style-type: none"> • Observe hand gel and infection prevention practices at all times. • Adhere to Trust Policies i.e. confidentiality. • Attend relevant training sessions

Volunteers must NOT:

- Must not access patient or staff identifiable data if not authorised by the Trust.
- Must not take any patient information from the Trust property.
- Must not have contact with bodily fluids.
- Must not handle Instruments/Needles/Syringes.
- Must not handle contaminated waste (including delivery/collection of specimen).
- Must not undertake any manual handling procedures.
- Must not undertake any patient lifting.
- Must not carry out any tasks that are classified as CQC regulatory activities.
- Must not transport patients in a vehicle.
- Must not help with feeding patients.