

## 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** 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.

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.

Our Volunteers may also be asked to assist staff with putting together information packs, replenishing information leaflets and basic admin/support tasks.

**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:

- 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:

- There will be no supervisory duties with this role.

#### Volunteers must:

- 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.