

Voluntary Services

Role Description & Person Specification

<p>Voluntary Position Ward Helper</p>	<p>Responsible to Voluntary Service Team</p>
<p>Ward/Area Rye Memorial Hospital</p> <p>Lead supervisor Diana Carter - Matron</p>	<p>Aim:</p> <ul style="list-style-type: none"> • Support for patients & assist staff in the smooth operation of the unit • Advising patients and visitors of safety protocols and measures in place relating to Covid-19
<p>Essential requirements</p> <ul style="list-style-type: none"> • Occupational Health Clearance • DBS – Standard • Personable manner and effective communicator • Good level of literacy 	
<p>Key Tasks</p> <ul style="list-style-type: none"> • Volunteers are directly accountable to the Nurse in charge to whom they should report to on arrival • Meeting and greeting patients or visitors and ensuring they are directed to the right area or member of staff • Helping maintain safe distancing between visitors, staff and patients • Interact with patients, including – reading and conversation • Support and facilitate patient engagement activity to include music, arts and crafts, bingo • Help patients complete their menu choice • Making drinks for patients ensure water jugs are replenished • Assisting with shop trolley • Assist giving out meals, encourage patients to eat, ensure they can reach their meal • Joining in exercise groups, reminiscence or activity sessions • Accompany patients medically fit and able, off the ward for a walk or visit to the gardens – including use of wheelchair, if needed • Assist patients / visitors complete Friends and Family Test (FFT) questionnaires prior to discharge • To support administrative tasks such as filing and photocopying • Making up admission packs • Volunteers willing and able to push patients in wheelchairs must be trained in safe wheelchair practice • Only Volunteers registered with Voluntary services ESHT may help in the department • Your ID and lanyard must be worn at all times whilst on duty • Training will be provided 	

Personal Specification

- The ability to communicate effectively with the local area supervisor and voluntary services via email or phone
- Have a good understanding of confidentiality and respect patient privacy
- A commitment to support and enhance our patients' experience
- Reliable and trustworthy
- Presentable
- Able to work as part of a team and under direction but with the ability to also use initiative on occasions
- Willing to undertake specific training for this role if required by the staff team

Hours

- *Monday to Friday – 09.30-12:30, 12:30-16:30*
- *Frequency of weekly shifts – minimum once a week*

Training and Support

Volunteers will have received a Volunteers handbook, setting out key areas to understand, including Health and Safety, Information Governance, Fire Safety, Infection Control, Equality and Diversity, Moving and Handling

Supplementary Training as identified by area supervisor and supported by Voluntary Services Team

- Understanding safety measures relating to Covid-19
- Understanding hospital lay out and map of departments for sign posting

How you will be supported in your role

Your local areas supervisor (listed above) will support you, assign tasks, answer questions and provide help when you need it.

Please contact the voluntary services team at either Eastbourne or Hastings offices with any queries that cannot be answered by your local area supervisor

esh-tr.voluntaryservices-eastbourne@nhs.net or esh-tr.voluntaryservices-hastings@nhs.net