

Volunteer Role Profile

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| Volunteer Role | Ward Companion |
| Volunteer Manager | Volunteer Manager |
| Where you will be based | Hospital |

Why we want you

The Ward Companion role is a service provided by volunteers who offer one-to-one companionship and support to people who are in our hospital. Volunteers provide companionship and emotional, practical support and help with activities, signposting and information to the patient and their families.

Practical Considerations Volunteers must be aged over 18.

This is not a 'work experience placement', refer to guidance before applying.

Exclusions:

Volunteers are not expected to be involved in any of the following:

- Clinical or medical treatments of any kind.
- Psychological interventions.
- Moving or handling of patients.
- Personal care activities including toileting and bathing.
- Escorting patients off hospital premises.
- Volunteers can escort patients, but the patient must be able to get in/out of the wheelchair on their own.

Commitment

What we expect from you:

- Commitment of at least one 4-hour shift per week, for a minimum period of 6 months or 96 hours consecutively.
- Participation in the training relevant to your role and confidential discussion of any reasonable adjustments required to meet your needs.
- Full compliance with your training and relevant hospital policies including: Infection Control, Health & Safety, Fire Safety, Security, Confidentiality and others as required.

- To live our CARES values through your volunteering role at The Hillingdon NHS Foundation Trust:

Communication

Attitude

Responsibility

Equity

Safety

Volunteers are asked to commit at least 4 hours a week for a minimum of 6 months.

Volunteers are needed Monday - Friday, between 10am and 5pm.

What you will be doing

- Reporting to the nominated contact (Ward Sisters/Nurses) on arrival.
- Answering incoming calls to the ward and supporting with administrative tasks as requested.
- Assisting with patient correspondence on wards (e.g. Letters for Loved Ones Communication)
- Pro-actively befriending patients, their relatives and visitors
- Escorting patients to other parts of the hospital, as directed by senior staff
- Assisting with activity sessions, which could include arts and crafts, puzzles and crosswords
- Promoting activities that help relieve boredom.
- Completing shopping for patients. Shopping request forms must be completed by the patient before taking any money. This is essential to avoid misunderstandings
- Encourage patients to complete surveys, comments card which seeks feedback about the hospital stay
- Complete activity sheets to record activities
- Helping patients manage the hospital entertainment system. Topping up on credit and taking requests for the hospital radio

The skills you need

- Work with our CARES values of Communication, Attitude, Responsibility Equity and Safety.
- Have a friendly and approachable manner in person and on the phone.
- Be understanding and flexible in responding to individual needs.

- Be able to engage with a diverse group of people.
- Be able to present yourself in a professional manner to members of the public, patients, their families, and staff.
- To have excellent listening skills, be empathetic and non-judgemental.
- Have strong communication and interpersonal skills with a good command of English.
- To be confident when communicating with patients, relatives, staff and members of the public, including in the use of smart phones/devices
- Be able to demonstrate a patient centred approach.
- Be physically fit and able to walk for up to 3 hours at a time.
- Be able to demonstrate a patient centred approach.
- Be able to work as part of a team.
- Understand ward and hospital etiquette.
- Understand patient confidentiality.
- Be able to meet the minimum commitment periods of 6 months consecutively.
- Be organised, patient and calm and cope in a busy or stressful environment.
- Available to volunteer for a minimum of 4 hours a week
- To accept supervision and recognise when to refer issues and questions to Trust staff
- Understanding the importance of confidentiality and following procedures
- Willing to treat all people with politeness, dignity and respect
- Able to follow instructions
- Calm and composed
- Able to liaise with professional staff at all levels
- Flexible and responsive - able to think on one's feet and to change activities quickly throughout a shift
- Punctual and reliable.

What's in it for you

- Satisfaction of assisting others and providing an invaluable service to the Trust and community
- An opportunity to develop personal skills and experience
- An opportunity to share your own skills and experiences
- Insight into the workings of a hospital

Disclaimer

Please note:

If you do not meet the requirements for the role then your application will be automatically rejected.

Check that the information you provide is accurate. Appointment to any position is conditional on the satisfactory completion of the core NHS Employment .

Checks Standards, including where appropriate, safeguarding children and vulnerable adults. Information disclosed in your application will be checked and any offer of appointment may be withdrawn if you knowingly withhold or conceal information or provide false or misleading information. Furthermore, your volunteer role may be terminated should any information subsequently come to light which should have been disclosed in the course of your application.

Immigration Status: as an employer, we have responsibilities under the Immigration, Asylum and Nationality Act 2006 not to employ individuals who are subject to immigration control.

You need to fully complete your mandatory training and relevant hospital policies including: Infection Control, Health & Safety, Fire Safety, Security, Confidentiality and others as required. We have a requirement to stop people volunteering if they are not compliant. Training, guidance and induction to be provided via e-learning or virtual technology where possible.

You must follow our CARES values through your volunteering role at The Hillingdon NHS Foundation Trust: Communication Attitude Responsibility Equity Safety

COVID-19 Guidance:

- All roles should be risk assessed and mitigations put in place to minimise risks.
- The latest Government advice should be taken into account particularly for groups of people considered clinically vulnerable
- Volunteers advised to shield or who are self-isolating should be supported to stay at home and can volunteer remotely if appropriate/possible.
- All volunteers must be made aware of the need to stop volunteering should they feel unwell and to follow the latest government and NHS advice for the public especially regarding COVID-19 symptoms.
- Training, guidance and induction to be provided via e-learning or virtual technology where possible
- To reduce risk of transmission, Response Volunteers shouldn't enter wards or clinical areas where at all possible- if running items to and from wards (e.g.

pharmacy running), bring items to ward entrance for ward staff/volunteers to collect.

- If direct patient contact is included, such as escorting patients where social distancing cannot be adhered to, then volunteers must be provided with the required levels of PPE in line with staff provision and following PHE guidance.
- If PPE required, volunteers must be trained in the usage, donning, doffing, and disposal of PPE in line with PHE guidance