

## VOLUNTEER TASK DESCRIPTION

<b>POSITION TITLE:</b>	Voluntary Ward Helper
<b>RESPONSIBLE TO:</b>	Ward Manager / Nurse in charge
<b>CONTACT NUMBER:</b>	01223
<b>DESCRIPTION OF DUTIES:</b>	<p>This is the range of duties agreed for ward volunteers.</p> <p><b>Before mealtimes</b></p> <ul style="list-style-type: none"> <li>• Clear and wipe over-bed tables</li> <li>• Offer patients a hand wipe before and after meals</li> </ul> <p><b>Helping at mealtimes</b></p> <ul style="list-style-type: none"> <li>• Assist with giving out meals</li> <li>• Ensure patients can access their meal</li> <li>• Open any packaging as required, e.g. sandwiches, yoghurts etc</li> <li>• Cut food into manageable pieces</li> <li>• Assist patients to access drinks, e.g. giving out and filling water jugs</li> <li>• Provide encouragement at mealtimes</li> </ul> <p><b>Patient services</b></p> <ul style="list-style-type: none"> <li>• Spend time talking to patients, e.g. sharing hobbies and interests</li> <li>• Assist housekeepers with serving refreshments and teas and coffees</li> <li>• Running errands, e.g. purchasing items from the shops on the concourse (magazines, papers etc), posting letters, making phone calls</li> <li>• Assist with giving out patients post</li> <li>• Engage in activities to occupy patients as appropriate, e.g. looking through magazines/crosswords</li> <li>• Reading / writing for patients</li> <li>• Look after patients' flowers (where available)</li> </ul> <p><b>General Assistance</b></p> <ul style="list-style-type: none"> <li>• Escorting visitors to areas on the ward, e.g. day room, wash facilities</li> <li>• Assist ward clerk with clerical duties, e.g. photocopying, filing</li> <li>• Answering the telephone and taking messages</li> <li>• Answering the door buzzer</li> <li>• Running errands</li> <li>• Help to maintain a tidy ward environment by tidying</li> </ul>

	cupboards and areas <ul style="list-style-type: none"> <li>• Restock information racks on ward/link corridor</li> <li>• Making empty beds</li> <li>• Collating admission packs</li> </ul>
<b>OBJECTIVES:</b>	To enhance the quality and comfort of the patients' stay. To generally assist with the smooth running of the ward under the direction of qualified nursing staff.
<b>TIME REQUIRED:</b>	Minimum of two hours over the lunchtime or evening meal period (unless otherwise specified)
<b>QUALIFICATIONS:</b>	Must be able to work independently. Kind, understanding person with a helpful manner.
<b>HEALTH AND SAFETY</b>	Volunteers <b>must not</b> be involved in any moving and handling task, or be involved in any personal care or clinical care of patients
<b>TRAINING OFFERED:</b>	Orientation and guidance provided by ward staff.

**PLEASE ENSURE YOU ARE FAMILIAR WITH THE FIRE DRILL IN YOUR PLACEMENT AREA.**

**AGREEMENT:-**

**VOLUNTEER'S SIGNATURE:** .....

**DATE:** .....