

Volunteer Role Description

North Cumbria Integrated Care NHS Foundation Trust patient facing volunteer:

Patient Experience Volunteer

What is the purpose of the role?

To enhance patient experience and staff wellbeing through supporting with ward tasks, liaising with relatives and contributing to the holistic support approach for patients.

What tasks can this role include?

- Supporting patients to make video & phone calls to relatives
- Assisting patients to use services provided by the hospitals e.g. Hospedia TV & phone where requested
- Supporting ward clerks with tasks e.g. answering the phone, taking messages, restocking supplies
- Supporting ward staff with providing updates to family members as directed by the ward manager on duty e.g. patient discharge plans
- Liaising with relatives where patients are in need of personal items e.g. clean clothes, toiletries
- Supporting ward staff with the planning and arranging of visitors to wards
- Supporting with patient discharge questionnaires
- Talking to patients who are lonely or isolated
- Supporting patients with activities to encourage memory and stimulation e.g. looking at photos and newspapers and playing games
- Supporting health care assistants with distributing and clearing away patient meals
- Updating ward Patient Experience posters monthly

This might be the role for you if:

- You are comfortable working in a busy ward environment
- You have the ability to communicate with all groups of people
- You have the ability to show sensitivity, tact, diplomacy and understanding especially in stressful situations

- You are able to follow specific instructions and procedures
- You are punctual and reliable
- You are adaptable and willing to learn
- You are able to demonstrate professional boundaries
- You have a friendly, caring and approachable personality
- You are helpful, have patience and have an accommodating manner
- You are able to work independently and as part of a team
- You can provide one morning or afternoon per week

What are the benefits to you?

- An opportunity to develop your skills and gain experience of a hospital and health setting
- An opportunity to undertake training
- A flexible role which can fit around your existing commitments
- To contribute to a reduction in PALS/complaints in relation to reported lack of communication in relation to health & wellbeing and discharge planning
- Volunteering knowing that you are making a difference to people during Covid-19 and helping reduce social isolation to patients in hospital by connecting them to family and friends through technology

What are the benefits to our organisation?

- Improve the experience for patients and their relatives / carers
- To enable health staff to focus on their professional discipline tasks with knowledge the psychological benefits of keeping loved ones connected is being met
- To improve the experience for staff and help to embed volunteers into the culture of the NHS locally
- To contribute to a reduction in PALS/complaints in relation to reported lack of communication related to health & wellbeing and discharge planning.

What support and training will be provided?

- Full volunteer recruitment process
- Volunteer induction training
- Specific training for the role
- Mandatory e-learning
- Regular and ongoing support from a named member of staff
- Ongoing training as the role requires
- Out of pocket expenses are reimbursed in accordance with North Cumbria Integrated Care NHS Foundation Trust Volunteering Policy

A volunteer is a valued member of North Cumbria Integrated Care NHS Foundation Trust and it is expected that volunteers will:

- Volunteers are expected to abide by the Trust values whilst volunteering for the Trust: Kindness, Respect, Ambition and Collaboration
- Volunteer within the guidelines agreed by the named staff members for the volunteering role
- To carry out their duties with consideration and respect to all patients, staff and the general public at all times
- To maintain confidentiality at all times, whilst volunteering and once the volunteering role is complete
- To maintain good standards of communication with patients, staff and the general public at all times
- To comply with the Trust's Health & Safety Policy and other policies provided to the volunteer at the commencement of their volunteering role
- To attend all training deemed by the Trust to be essential to the volunteering role, in a timely manner

Health and Safety

Your safety is our priority. The majority of tasks can be undertaken while social distancing and volunteers will receive guidance, support and appropriate PPE.

Location: inpatients wards within the hospital setting

A DBS check at a standard level is required for this role