



Volunteer Role Description

Post	Ward Volunteer
Location	Wards across Cwm Taf University Health Board
Reports to	Ward Manager / Nurse in Charge
Accountable to	Volunteer Manager

Outline of Duties

The aim of the Volunteer Role is to be a 'Friendly Face at the Bedside', to act as a be-friender/support to patients. Furthermore, to help keep the patients mind active, encourage interaction in the use of the digital reminiscence therapy system where appropriate, to support a positive impact and enhance the patients experience and therefore compliment the role of the staff.

- Provide a reading/writing service where appropriate
- To assist the Ward Manager / staff with patient led ward based activities, one to one and / or group activities using the digital reminiscence therapy system where available i.e. sing-a-long, painter, music keyboard, quiz time, bingo, my garden, snakes and ladders, jigsaws
- Participating with patients including those living with Dementia/dementia type illnesses and assisting them with activity sessions i.e. playing board games, colouring, puzzle books playing dominoes and other appropriate tasks
- Spend time in general conversation, reading newspaper/discussing news & events, reminiscing using the memory book and or the digital reminiscence therapy system where available i.e. poetry, pictures, famous speeches, radio shows, relaxation music and video's
- Encourage patients to eat at meal times, preparing the meal table and assisting with food cutting where necessary, under the guidance of the ward manager or nurse in charge
- Promote and raise awareness of the "Drink a Drop" campaign by encouraging patient to drink where appropriate
- Run errands for patients for example to the shop. This will involve the handling of monies but will be approved by the Ward Manager or Lead Nurse on duty at the time

- Accompany patients who are able to walk to other departments
- Update patient notice boards where appropriate
- Directing relatives to patients/nurses
- Distribute and assist patients with completion of the on line / paper based Patient Experience Survey Monkey and the Fundamentals of Care Survey and provide feedback to staff on behalf of patients and visitors

Important Notes

- Strict confidentiality is essential in this role and is explained in the Health Board Confidentiality form signed by all volunteers.
- It is not expected that you volunteer for over 4 hours per shift unless agreed with your Manager and on the basis that lunch is provided. This will be agreed and reimbursed by the Directorate
- The Volunteer will be provided with relevant training i.e. Dementia awareness and digital therapy system training where necessary prior to commencing their role
- The ward volunteer will be required to attend mandatory and local ward Fire training and staff support meetings as arranged
- The ward volunteer will be reliable in terms of availability offered and should try to give reasonable notice of non-availability
- The ward volunteer must wear their identification badge at all times whilst on duty, along with any uniform that has been provided
- The ward volunteer should not accept any money or gifts, if they are offered, please inform the Ward Manager or nurse in charge in their absence
- The Volunteer must maintain a high standard of personal hygiene and awareness of strict infection control procedures
- The ward volunteer will not undertake any duties that include physical care, i.e. feeding patients, lifting patients, pushing patients in wheelchairs, bed making or collecting/washing of dishes
- The ward volunteer will not undertake any duties that have not been previously agreed