

Sample role description (for a ward based patient befriender)

## **VOLUNTARY SERVICE ROLE DESCRIPTION**

**ROLE TITLE:** Befriender - Volunteer on ward  
**BAND:** Voluntary – unpaid role  
**DEPARTMENT** Wards  
**MANAGERIALLY ACCOUNTABLE TO:** Volunteer Services Manager  
**PROFESSIONALLY ACCOUNTABLE TO:** Volunteer Services Manager

### **KEY RELATIONSHIPS:**

Volunteer Services Manager

Nurse in Charge

### **ROLE PROFILE:**

Volunteering on a ward involves a long term commitment (for example 9-12 months) of a few hours (on average 2-4hrs) per week. It involves befriending patients and helping with general duties on the wards. It does not involve shadowing doctors/nurses.

You will be assigned a specific placement. However, from time to time we may ask you to help with different one-off activities, such as helping at a special event and we do ask all our volunteers to be flexible with their roles.

Work undertaken by volunteers will not be used as a substitution for that of paid staff. Volunteers will not be asked to help in ways which facilitate a decrease in paid employment. The work of volunteers will always be to complement and not supplement that of paid employees of the Trust.

### **KEY RESPONSIBILITIES**

Key responsibilities may vary. Emphasis may be placed on some key responsibilities rather than on others according to the specific needs of a particular ward.

1. Befriend patients, i.e. talk to them, read to them and/or write letters for them.
2. Shop or run other errands for patients as requested by them.
3. Offer and prepare tea and coffee for patients.
4. Tidy and clean movable tables/patient area.
5. Help serve patients meals and/or drinks.
6. Help order food for the next day meals.
7. Encourage patients to eat and keep them company while they are eating.
8. Help feeding patients (you must attend training before being allowed to do this.)
9. Accompany patients to hospital shop/coffee bar, but ONLY at the discretion of a senior member of staff where you are volunteering.
10. Ensure that each patient is wearing a legible identity band stating their name, hospital number, and name of the ward.
11. Prepare the bed area for new patient admission, i.e. make the bed, clean the locker.

12. General ward tidying, i.e. linen room, store room, utility rooms, teaching room, staff changing room, bathrooms, patient lounge.
13. Tend flowers and plants.
14. Clean and tidy patients lockers.
15. Change patient rubbish disposal bags.
16. Re-stock wash trolleys.
17. Unpack ward stores.
18. Distributing questionnaires and helping patients fill them in.

#### **OTHER REQUIREMENTS/ RESPONSIBILITIES**

1. The volunteer will be required to actively participate in periodic team and individual meetings.
2. The volunteer will be required to work under the direction of nursing / HCA staff and must never escort patients off the ward without permission from a senior member of staff.
3. The volunteer is encouraged to attend both personal and professional development activities that assist in their role and the service.
4. The volunteer will be required to wash their hands upon arrival and then to use the alcohol gel when entering and leaving the ward and when moving from one patient to another.
5. Volunteers are not allowed to touch or carry any potentially dangerous substances, including body fluids, dangerous waste, and blood.
6. Volunteers are not allowed to lift or carry patients, accompany patients to the toilet, helping patients in and out of bed. Volunteers are not allowed to push wheelchairs/trolleys without prior training.

**VOLUNTARY SERVICE  
PERSON SPECIFICATION**

**Department:** Ward

**Post Title:** Befriender - Volunteer on ward

**Band:** Voluntary

<b>FACTORS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
1. Physical Requirements	- Health Clearance from Occupational Health for the role specified.	Criminal Record Bureau check
2. Education/Qualification e.g. education, qualifications, Registration requirements.	- Good command of verbal and written English. - Committed to undertake training as appropriate for the role.	Customer Care training.
3. Previous Experience e.g. paid and unpaid relevant to the post.		-Previous hospital / healthcare setting experience  -previous voluntary work experience
4. Skills, Knowledge, Abilities	- Good understanding of the importance of confidentiality. - Good communication and interpersonal skills. - Good understanding and demonstration of Customer Service standards.	
5. Aptitudes, Personal, Characteristics e.g. aptitude for figures, special demands of the post.	- Committed, motivated and enthusiastic. - Able to remain calm in a busy and stressful environment. - Able to work as part of a team. - Flexible, friendly, caring attitude. - Responsible, Reliable, Mature, Honest - Non-judgmental - Possess a sympathetic nature - Willing to make the most of training and support opportunities - Willing to treat all patients, relatives, visitors, staff and other volunteers with consideration, politeness, dignity and respect - Contribute within agreed guidelines and remits - Accept appropriate supervision and guidance from staff	