

Mealtime Volunteer

Role Description

We are looking for volunteers to join the team at the Whittington Hospital as Mealtime Volunteers. This role will be based on site in our wards and will provide much needed help and support for the wards during mealtimes. You will interact with patients as appropriate and support the ward team to distribute meals, ensuring patients have everything they need to be able to make the most of their mealtime experience.

Ensuring patients receive appropriate food and nutrition during their hospital stay is important to aid their recovery. As a volunteer, you will improve the experience of our patients by ensuring they receive what they need when they need it. By giving your time and showing kindness you can help to support this important aspect of patient care.

Key tasks:

- Support the housekeeping and ward staff to deliver meals to patients.
- This role does not include assisting patients to physically eat their meals.
- Ensuring patients have a clean space to eat their meals.
- Make hot and cold drinks for patients, to go with their meal.
- Open food packaging for patients as required, providing condiments if necessary.
- Take time to chat and be a companion to patients when delivering their meals and keeping them company, where appropriate, while they eat.
- Report any issues or feedback as required to the nursing team.
- Support patients with the use of technology and tablets to interact with their loved ones.
- Where Appropriate, carry out Friends and Family surveys with patients.

Would suit:

- A friendly, positive, adaptable, and approachable manner.
- Ability to be empathetic, patient and calm in difficult situations if they arise.
- Ability to work well within a diverse team.
- Ability to follow instructions and be flexible when things change.

- Excellent communication and interpersonal skills, including English language.
- Ability to respond to patient needs in a proactive and caring way.
- Physically able to volunteer on your feet for several hours at a time and push a trolley to patients' bedsides.

Commitment:

Volunteers will have to commit to estimated hours per week between 09:00-17:00. The hours that you commit will have to be during the ward mealtimes or teatimes.

Volunteers will typically undergo training and orientation sessions to familiarize themselves with the hospital's policies, safety procedures, and specific guidelines related to each ward.

How to apply:

If you would like to apply, please complete our application form, along with occupational health forms 1 & 2 and email them to whh-tr.volunteers@nhs.net. We will need a photo ID along with 2 proof of address documents for an enhanced DBS check.

There will be a selection process to ensure we match the right person to each role, or other possible opportunities.

We will review your information and then arrange a time to speak with you, either in person or over the phone. You will be invited to have an occupational health appointment and will have an induction.

Please ring 0207 288 3936 for further information or e-mail whh-tr.volunteers@nhs.net

Address:

Volunteer Services Department,
Level 0, Magdala Avenue,
London,
N19 5NF.

