

Ward Befriender Volunteer

Role Description

Our ward befrienders provide social and emotional support for patients/visitors whilst in the hospital. Ward befrienders are based in our inpatient wards, and interact with patients, visitors, as well as staff to ensure that patients are supported during their stay in the hospital.

All volunteers will be expected to jointly work with the voluntary service department and ward staff in ensuring services are made available to patients in the best way possible. Ward befrienders play a pivotal role in improving our patients' experience, and in supporting nursing/clinical staff to provide excellent care, as well as their activities complementing and enhancing the care and support given by staff. We would expect ward befriending volunteers to become integrated into the work of the ward, support ward staff and become a valued and respected member of the ward team.

Key tasks:

Volunteers will assist in wards by helping patients take part in social and recreational activities; Support with the collection of patient experience questionnaires, including the 'Friends and Family Tests' (FFT); Listen and chat with patients; Keep company and reassure anxious and nervous patients; Shop for patients (within the hospital); Help distribute menu cards; Support ward staff during patient mealtimes and use this as a means of engaging patients to assist with nutrition and hydration; Support patients with basic hand hygiene to maintain good standards of infection control especially during mealtimes; Support the ward with administrative tasks; Escort mobile patients to other parts of the hospital, as directed by senior staff; Any other reasonable requests that may be appropriate to the volunteer role.

Would suit:

Individuals who enjoy socialising: have a relaxed and friendly manner; well-presented; reliable and able to make a long-term commitment; reasonably fit and active, as the task entails standing or walking for up to 3hrs at a time; good verbal communication and social skills; maintain a friendly, open, and approachable persona, calm, empathic; be committed to equal opportunities and diversity.

Commitment:

Volunteers will have to commit to an estimated 3 hours per week between 09:00-17:00.

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.

We also offer additional training for volunteers to assist with patient feeding.

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.

