



Volunteer Role Description

Chaplaincy

Post Chaplaincy Volunteer

Location All Cardiff and Vale University Health Board hospital sites

Reports to Chaplaincy Manager

Accountable to Volunteer Manager

Aim of Chaplaincy Team

The purpose of the Chaplaincy Team is to meet the spiritual needs of patients, relatives, staff and medical students. *Every* person has *spiritual needs* and the Chaplaincy Team provide this service to the whole hospital community, regardless of a person's belief system. The Hospital Chaplains take their place alongside the multi-disciplinary team which seeks to provide holistic care to the hospital community.

Spiritual care is that care which recognises and responds to the needs of the human spirit when faced with trauma, ill health or sadness and can include the need for meaning, self-worth, to express oneself, for faith support, perhaps for rites or prayer or sacrament, or simply a sensitive listener.

Outline of Duties

The Hospital Chaplaincy Team appoints accredited chaplaincy volunteers to support the work of Chaplains throughout Cardiff and Vale University Health Board. The role of Chaplaincy Volunteers is to work with the Chaplain in facilitating the provision of pastoral and spiritual care to people of all faiths and none. They are a trained, integrated and committed core of people who see themselves as part of the Chaplaincy Team and who would feel able to share with the Chaplains in this very important aspect of Chaplaincy outreach.



Main tasks:

- To visit patients in a sensitive, caring, non-intrusive manner
- Spending time listening to patients, carers, visitors, family and staff
- Signposting to Chaplaincy Services
- To offer patients, when appropriate, the opportunity of a visit from the Chaplain
- To offer patients the opportunity, when appropriate, to receive bedside communion prayer and scripture
- Update Chaplaincy notice boards and information leaflets
- To attend such training on matters of spiritual and pastoral care as the chaplain may direct and/or the Health Board requires
- To report to duty with the Ward Manager prior to going onto the ward and before leaving the ward
- To report to the Chaplain on a regular basis

Code of Expectation:

- To be respectful of patient's wish for privacy.
- To be respectful towards patients who hold a different faith position from oneself.
- To be non-judgemental in matters of difference as it relates to patient's religion, culture, sexuality and gender.
- To be polite, considerate and understanding towards staff, patients and visitors.
- To bring to the Chaplain's attention any concern a patient may have in regard to their personal wellbeing.
- Volunteer visitors must not use their position to coax or convert a patient to accepting a particular faith position.
- Volunteer visitors may only distribute such information as is sanctioned by the Health Board or the Chaplain.
- Volunteers must comply with acceptable standards of dress and personal hygiene and wear authorised volunteer ID.
- Volunteer must sign an attendance sheet on arrival and departure



Location:

Volunteers will be based on various wards/units across various hospital sites.

Volunteering with:

Volunteers will volunteer as part of a team, and will be supported and managed by the Chaplaincy Manager and Volunteer Manager.

Training and Support:

Volunteers will need to undertake an Induction programme on commencement of their Volunteering as well as completing the Chaplaincy Volunteers Course. Volunteer training needs will be identified through the supervision process and met through the Cardiff and Vale UHB Corporate Training Programme.

Time Commitment:

Volunteers should be able to undertake a minimum time commitment of between 2 & 4 hours once a week or as required.

Expenses:

Volunteers will be reimbursed for out of pocket travelling costs.

Personal Requirements:

- Chaplaincy volunteers must be in good standing with their religious community.
- To be confident when communicating with service users, visitors, staff and general members of the public.
- To be enthusiastic about the aims and work of Cardiff and Vale UHB.
- To display levels of empathy and understanding at all times.
- To be presentable, smart and always wearing UHB identification badge.
- To recognise when to refer issues and questions to staff employed by the UHB.

Benefits to the Volunteer:

This role offers:

- Experience of working with a team.
- Satisfaction of assisting others and providing an invaluable service to the Health Board and community.
- An opportunity to develop personal skills and experience.
- An opportunity to develop communication skills further.

Important Notes:

- This role involves liaison with service users, staff and the general public and it is essential to adopt a courteous and professional manner at all times.
- UHB Confidentiality form to be signed by all Volunteers.
- The Volunteer will be required to attend mandatory training days and staff support meetings as arranged.
- The Volunteer will be reliable in terms of availability offered and should try to give reasonable notice of non-availability.
- The Volunteer must wear their identification badge at all times whilst on duty, along with any uniform if provided.
- The Volunteer must not handle any monies or accept expensive gifts. If small gifts are offered, please inform the Ward Manager or Deputy in their absence.
- The Volunteer must maintain a high standard of personal hygiene and awareness of strict infection control procedures.
- The Volunteer will not undertake any duties that include physical care, ie lifting service users/pushing wheelchairs.
- The Volunteer will not undertake any duties that have not been previously agreed.

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Understanding the importance of confidentiality and following procedures	Yes	
Experience of working in a health care setting		Yes
Good communication skills	Yes	
Ability to speak Welsh		Yes
Ability to work on own initiative and as part of a team	Yes	
Reliable and punctual	Yes	
Experience of befriending		Yes
Experience of volunteering		Yes
Willingness to undertake training	Yes	
Available to volunteer for a least 2–4 hours per week for a minimum of 6 months	Yes	
Be able to provide a reference from your Parish Priest/Elder/Religious Leader	Yes	

