

REFOCUSING VOLUNTEER

Voluntary Services



Mental Health Services for Older People MHSOP

MHSOP provides person centred care to meet individual needs, support choice and enhance wellbeing for people with dementia or severe mental health illness after the age of 65.

Location

University Hospital Llandough

Reports to

Refocusing Nurse/Ward Manager

Accountable to

Mental Health Volunteer Manager

Time Commitment

2 hours per week for a minimum of 6 months

Required Checks

DBS (criminal Records Check)

Occupational Health check

Two References

Expenses

Reimbursed travel to/from locations on day of volunteering

OUTLINE OF DUTIES

To work with the refocusing/activities nurse on the ward to develop and deliver recovery focused interventions such as Cognitive Stimulation Therapy groups, friendship groups, physical activity groups, arts and crafts and one to one support.

MAIN TASKS

- To treat all service users with dignity, spending time in general conversation and listening.
- To support patients to engage in activity sessions while offering guidance and reassurance.
- Providing feedback to staff.
- To inform staff if a service user appears unwell.
- To help organise and deliver sessions, liaising with the group facilitators.
- To help with setting up the room at the beginning of the session and returning the room afterwards.
- Accompanying service users between the common areas within the ward if requested by a member of staff

The role will involve engaging with service users who will have varying needs and levels of functioning and so will require resourceful volunteers who are confident communicators.

PERSONAL REQUIREMENTS

- To have excellent listening skills and be non-judgemental.
- 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 uniform and ID badge.
- To recognise when to refer issues and questions to UHB staff.

Volunteers will be treated inclusively by the ward and will be offered ongoing supervision and guidance.

TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff and Vale University Health Board Training and Induction as well as an appropriate level of Dementia Training.

Training needs will be identified through the supervision process and met through Cardiff and Vale UHB Training Programmes.

BENEFITS TO THE VOLUNTEER

This role offers:

- Experience of working in a clinical setting
- Experience of working with a multidisciplinary team
- Satisfaction of assisting others and providing an invaluable service to the Health Board and community
- Experience of working within MHSOP
- An opportunity to develop personal skills and experience
- To contribute to a service that attempts to enrich and improve the lives of people living with dementia and other later life functional mental illnesses

PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures	✓	
Experience of working in a health care setting		✓
Good communication skills	✓	
Ability to speak Welsh		✓
Ability to work on own initiative and as part of a team	✓	
Reliable and punctual	✓	
Experience of befriending		✓
Experience of volunteering		✓
Willingness to undertake training	✓	
Available to volunteer for a minimum of 2 hours a week	✓	
Enthusiastic and outgoing	✓	

