



Cardiff and Vale University  
Health Board Voluntary Services



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

# SOLACE VOLUNTEER

Mental Health Services for Older People MHSOP

## SPECIFIC REQUIREMENTS

***Volunteers will need to be available on either a Monday 2pm - 4 pm or Friday 11am - 1pm***

### Location

*Various community locations across Cardiff and the Vale*

### Reports to

*Solace Volunteer Coordinator*

### 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*

## PERSONAL REQUIREMENTS

- To have excellent listening skills and be non-judgemental.
- To be confident when communicating with service user, 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.

## SOLACE

Solace is a service within MHSOP that provides support, information and education to carers who support someone 65+ years old with a mental health difficulty or diagnosed dementia. Solace runs weekly support groups out in the community for carers to attend on their own or with the person with dementia. The groups provide a space for carers to receive support by staff and peers, maintain social links and reduce carer stress.

The sessions provide meaningful activity for those living with a dementia; reducing boredom, encouraging group involvement and conversation as well as promoting well being through enjoyment and creativity.

## OUTLINE OF DUTIES

The aim of the role is to facilitate activities with the staff, working with carers and those they care for who have a diagnosis of a dementia. Activities include music, games, physical activity, quizzes and arts and crafts. Volunteers will also be engaging with carers and those with living with dementia in conversation, reminiscence and encouraging participation with the activities.

At a basic level the role involves listening and talking to carers and people living with dementia and helping to distract from distress and encourage involvement with the activities.

## MAIN TASKS

- To treat all service users with dignity, spending time in general conversation and listening.
- To support patients to engage in those activity sessions while offering guidance and reassurance.
- Providing feedback to staff.
- To inform staff if a service user appears unwell.
- To help organise sessions, liaising with the group facilitators.
- To help with setting up the room at the beginning of the session and returning the room afterwards.
- To encourage participation.

**This role does not include counselling or art therapy**

***Volunteers will be treated inclusively by the Solace Team 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 the specific Solace Induction.

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

## BENEFITS TO THE VOLUNTEER

This role offers:

- 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 their carers

## 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 minimum of 2 hours a week	Yes	
Enthusiastic and outgoing		Yes
Experience of working with arts and crafts		Yes

