



# PATIENT ENGAGEMENT VOLUNTEER

## Adult Mental Health Services

### Location

*Hafan Y Coed, University Hospital  
Llandough and Community Houses*

### Reports to

*Ward Manager or Deputy*

### Accountable to

*Voluntary Services Team Manager*

### Time Commitment

*minimum of 2 hours per week for  
at least 6 months*

### Required Checks

*DBS (criminal Records Check)  
Occupational Health check  
Two References*

### Expenses

*Reimbursed travel to/from  
location on day of volunteering*

## 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 & Vale UHB.
- To display levels of empathy and understanding at all times.
- To be presentable, smart and always wearing UHB Volunteer uniform and ID badge.
- To recognise when to refer issues and questions to UHB staff.

***This role is not appropriate for those with lived experience of the mental health wards.***

## OUTLINE OF DUTIES

The overall aim of the role is to provide support in a befriending and activity capacity to residents in the common areas on the wards of Adult Mental Health Services in Hafan Y Coed, University Hospital Llandough or the Community Rehabilitation Houses.

The role includes engaging in conversation and activities with residents, distraction and alleviation from boredom or loneliness and supporting paid staff in the facilitation of activities sessions as well as taking part in one to one activities in the common areas.

## MAIN TASKS

- To treat all residents with dignity and respect, show empathy and be pleasant and amenable.
- Assisting staff with structured activity sessions.
- Engaging in conversation to help alleviate boredom.
- Delivering games/quizzes/activities in groups in the common areas.
- Supporting residents to take part in 1-1 activities such as board games, arts and crafts.
- Accompany residents of HYC to common areas within the ward or outside of the ward to attend Activity Team organised sessions or the Cwtch, if requested and risk assessed by members of staff.
- Providing feedback to staff on behalf of residents.
- To inform staff if resident appears unwell or distressed.

***Volunteers will be treated inclusively by the Voluntary Services 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 an appropriate level of manual handling and violence and aggression training. Training needs will be identified through the supervision process and me through Cardiff and Vale UHB Training Programmes.

## COVID19 SPECIFIC GUIDANCE

- All volunteers must be aware of the need to stop volunteering should they feel unwell and to follow the latest government and NHS advice especially regarding COVID-19 symptoms.
- Training, guidance and induction to be provided via e-learning or virtual technology where possible.
- Volunteers must be provided with the required levels of PPE and be trained in the usage, donning, doffing, and disposal of PPE in line with UHB guidelines.

## BENEFITS TO THE VOLUNTEER

This role offers:

- Experience of team working.
- Satisfaction of assisting others and providing an invaluable volunteer service to the Health Board and Community.
- An opportunity to develop personal skills and experience.
- An opportunity to develop communication skills further.
- Reference on request (only available once you have volunteered for six months)

## PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures	X	
Experience of working in a health care setting		X
Excellent communication skills	X	
Ability to speak Welsh		X
Ability to work on own initiative and as part of a team	X	
Reliable and punctual	X	
Enthusiastic and outgoing	X	
Experience of volunteering		X
Willingness to undertake training	X	
Available to volunteer for the required time shown	X	

Kind and caring  
Caredig a gofalgar

Respectful  
Dangos parch

Trust and integrity  
Ymddiriedaeth ac uniondeb

Personal responsibility  
Cyfrifoldeb personol

