

MEANINGFUL ENGAGEMENT VOLUNTEER

Welsh Neuropsychiatry Service

Location

Hafan Y Coed, Llandough

Reports to

*Ward Manager/Allied Health
Professional*

Accountable to

Voluntary Services 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.

OUTLINE OF DUTIES

The Welsh Neuropsychiatry Service is an All-Wales specialist tertiary mental health service for individuals (aged 18+) who have suffered a serious acquired brain injury. The 10 bed inpatient ward and Day Service provides rehabilitation for patients suffering with neuropsychiatric, cognitive, emotional and behavioural problems as a result of that injury.

Volunteers will be supporting the inter-disciplinary team helping to optimise physical, cognitive, communication and occupational recovery.

Volunteers will be meaningfully engaging with patients through activity, either 1:1 or in small groups in the Day Room. Activities include puzzles and games, arts & crafts, seasonal activities.

Volunteers may also be helping the team on the ward to deliver meaningful engagement and activities such as social/friendship groups, physical activity groups (e.g. quoits and skittles).

The role will involve engaging with patients who will have varying needs and levels of functioning as patients present with a range of physical, cognitive, emotional and/or behaviour problems, and so will require resourceful volunteers who are confident communicators.

MAIN TASKS

- To treat all patients with dignity and respect
- To support service users to engage in sessions by prompting and providing reassurance and guidance
- To engage in meaningful activity with patients 1:1
- Assisting staff with activity sessions, which could include arts and crafts, social games and seasonal activities
- To help organise and deliver sessions, liaising with the group facilitators
- To reassure anxious or nervous patients and help them to take part in the activities
- To help with setting up the room at the beginning of the session and returning the room afterwards
- To support staff with any wellbeing sessions including outdoor sessions

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 met through Cardiff and Vale UHB Training Programmes.

Volunteers will be treated inclusively by the Voluntary Services Team and the Ward Team and will be offered ongoing supervision and guidance.

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.
- An opportunity to develop knowledge about communication difficulties.
- 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 gofalgarg

Respectful
Dangos parch

Trust and integrity
Ymddiriedaeth ac uniondeb

Personal responsibility
Cyfrifoldeb personol

