



CHILDRENS HOSPITAL FOR WALES (CHFV) – WELCOME TEAM VOLUNTEER

Patient Experience

Location

*CHFV main entrance (University
Hospital of Wales)*

Reports to

Identified area manager/coordinator

Accountable to

Voluntary Services Team Manager

Time Commitment

*2-4 hours per week between 9am and
4pm Tuesday - Friday*

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 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

To provide an excellent service to all service users and visitors accessing the CHFV, by assisting them to overcome feelings of bewilderment, apprehension, isolation and/or irritation in a strange busy environment.

MAIN TASKS

- Welcome staff and visitors to the hospital
- Direct visitors to the location as required or through the appropriate pathway
- Befriending patients who may be on their own chatting and offering reassurance if required
- Accompanying visitors to their destination as appropriate
- To help answer appropriate queries
- Escalate identified issues or questions to the appropriate support
- To liaise with the Portering Service if someone needs to be pushed in a wheelchair to a ward or clinic

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 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 service to the Health Board and community
- An opportunity to develop personal skills and experience
- The opportunity to meet new people

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	
Available to volunteer for a minimum of 2 hours a week	X	
Enthusiastic and outgoing	X	
Experience of volunteering		X
Experience of befriending		X
Willingness to undertake training	X	

*Kind and caring
Caredig a gofalgar*

*Respectful
Dangos parch*

*Trust and integrity
Ymddiriedaeth ac uniondeb*

*Personal responsibility
Cyfrifoldeb personol*





YSBYTY PLANT CYMRU (YPC) - GWIRFODDOLWR TÎM CROESO

Profiad y Claf

Lleoliad

Prif fynedfa YPC

Yn adrodd i

Rheolwr/cydlynnydd ardal a nodwyd

Yn atebol i

Rheolwr Tîm Gwasanaethau Gwirfoddol

Ymrwymiad Amser

*2-4 awr yr wythnos rhwng 9am a 4pm
o ddydd Mawrth-Gwener*

Gwiriadau Gofynnol

DBS (Gwiriad Cofnodion Troseddol)

Gwiriad Iechyd Galwedigaethol

Dau Eirda

Treuliau

*Caiff treuliau teithio i/o leoliadau ar
ddiwrnod gwirfoddoli eu had-dalu*

GOFYNION PERSONOL

- Meddu ar sgiliau gwrando rhagorol a bod yn anfeirniadol.
- Bod yn hyderus wrth gyfathrebu â defnyddwyr gwasanaeth, ymwelwyr, staff ac aelodau o'r cyhoedd.
- Bod yn frwdfrydig am nodau a gwaith Bwrdd Iechyd Prifysgol Caerdydd a'r Fro.
- Dangos lefelau o empathi a dealltwriaeth bob amser.
- Edrych yn drwsiadus, yn smart a gwisgo gwisg a bathodyn adnabod Gwirfoddolwr Bwrdd Iechyd y Brifysgol bob amser.
- Cydnabod pryd i atgyfeirio materion a chwestiynau at staff Bwrdd Iechyd y Brifysgol.

AMLINELLIAD O'R DYLETSWYDDAU

Darparu gwasanaeth rhagorol i bob defnyddiwr gwasanaeth ac ymwelydd sy'n dod i YPC, a allai fod yn teimlo'n ddryslud, yn bryderus, yn ynysig a/neu'n anniddig mewn amgylchedd prysur sy'n anghyfarwydd iddynt, drwy helpu i leddfu'r teimladau hynny.

PRIF DASGAU

- Croesawu staff ac ymwelwyr i'r ysbyty
- Cyfeirio ymwelwyr at eu lleoliad yn ôl y galw neu ar hyd y llwybr priodol
- Cyfeillio cleifion a allai fod ar eu pennau eu hunain drwy ddechrau sgwrs a chynnig sicrwydd os oes angen
- Mynd gydag ymwelwyr i'w cyrchfan fel y bo'n briodol
- Helpu i ateb ymholiadau priodol
- Uwchgyfeirio problemau neu gwestiynau a nodwyd at y gefnogaeth briodol
- Cysylltu â'r Gwasanaeth Porthorion os bydd angen gwthio rhywun mewn cadair olwyn i ward neu glinig

HYFFORDDIANT A CHYMORTH

Bydd angen i wirfoddolwyr ymgymryd â chynllun Hyfforddi a Sefydlu Bwrdd Iechyd Prifysgol Caerdydd a'r Fro yn ogystal â lefel briodol o hyfforddiant codi a chario a thrais ac ymddygiad ymosodol.

Bydd gwirfoddolwyr yn cael eu trin yn gynhwysol gan y Tîm Gwasanaethau Gwirfoddol a byddant yn cael cynnig goruchwyliaeth ac arweiniad parhaus. Nid yw'r rôl hon yn cynnwys cwnsela.

MANTEISION I'R GWIRFODDOLWR

- Profiad o weithio mewn tîm.
- Boddhad o gynorthwyo eraill a darparu gwasanaeth amhrisiadwy i'r Bwrdd Iechyd a'r gymuned
- Cyfle i ddatblygu sgiliau a phrofiad personol
- Cyfle i gwrdd â phobl newydd

MANYLEB Y PERSON

Meini prawf	Hanfodol	Dymonol
Deall pwysigrwydd cyfrinachedd a dilyn gweithdrefnau	X	
Profiad o weithio mewn lleoliad gofal iechyd		X
Sgiliau cyfathrebu da	X	
Gallu siarad Cymraeg		X
Gallu gweithio'n annibynnol neu fel rhan o dîm	X	
Dibynadwy a phrydlon	X	
Ar gael i wirfoddoli am o leiaf 2 awr yr wythnos	X	
Brwdfrydig a llawn cymhellian	X	
Profiad o wirfoddoli		X
Profiad o fod yn gyfaill		X
Parodrwydd i ymgymryd â hyfforddiant	X	

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