

HOSPITAL COMPANION VOLUNTEER

Older Person Acute Medical Unit

Location

University Hospital of Wales

Reports to

Ward Manager

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 older person acute medical unit is a 19 bed ward based at University Hospital of Wales. It is a short stay medical assessment unit for those aged mainly over 65 years, who also have a dementia. The unit has a Multi Disciplinary Team, working closely with the Emergency Unit Department, and aims to implement discharge home.

Companion Volunteers will be required to be highly motivated, and have good social and communication skills, getting to know patients and their families to better support patients during their time on the unit.

Volunteers will be befriending, distracting with engagement and activities, being a friendly familiar face and feeding back to staff.

The role will involve engaging with patients who will have varying needs and levels of functioning and communication, as well as behaviours that challenge, and so will require resourceful volunteers who are confident communicators.

MAIN TASKS

- To treat all patients with dignity and respect
- To keep patients company at the bedside
- To engage in meaningful activity with patients 1:1
- To reassure anxious, confused or nervous patients
- To distract patients with conversation or activities who may be becoming agitated
- Accompanying patients between the common areas within the ward if requested by a member of staff
- Accompanying patients to and from the ward with a Porter to act as a familiar face during this time
- Accompany patients to Discharge lounge and undertake tasks there
- Utilising Read About Me forms and supporting with their completion with patients and families
- Feedback to staff any concerns or updates

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, manual handling training 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	
A good understanding of dementia	x	
Patient and Understanding	x	

Kind and caring
Caredig a gofalgar

Respectful
Dangos parch

Trust and integrity
Ymddiriedaeth ac uniondeb

Personal responsibility
Cyfrifoldeb personol

