



ACTIVITIES TEAM VOLUNTEER

Adult Mental Health Services

Location

*Hafan Y Coed, University Hospital
Llandough with the possibility of
community settings*

Reports to

Activities Team Manager

Accountable to

*Voluntary Services Team
Manager*

Time Commitment

*minimum of 2 hours per week
for at least 6 months, weekdays
to be confirmed*

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.

You must be 18 years old or above to volunteer in this role.

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

OUTLINE OF DUTIES

The Activities Team is a dedicated team of staff who provide recovery focused activities to promote self-esteem and encourage positive engagement with healthcare staff and interventions. The aim of the Activity Team is to ensure that patient experience is of high quality.

Volunteers support staff in the facilitation of structured activities within Hafan-y-Coed mental health unit. These could include helping patients to engage in: art groups; health and beauty groups; music groups; gardening groups, playing board games; social groups; and sports sessions (such as walking rugby).

MAIN TASKS

- To treat all service users with dignity, show empathy and be pleasant and amenable.
- To support patients to engage in activities sessions facilitated by the activities team by prompting and providing reassurance and guidance.
- To inform staff if patients present as unwell.
- Spending time with patients in the garden socialising or doing outdoor activities
- Volunteers to contribute to and enrich the existing service by using their personal skills and interests to help paid staff to develop new activities.
- To talk to patients within a patient focused environment allowing paid staff time to manage and run activity sessions. Engaging in conversation to help alleviate boredom.
- To support paid staff to provide ad-hoc ward based activities within Hafan-y-Coed.
- To accompany paid staff when they are escorting patients to take part in community based activities. This involves engaging patients in general conversation.

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

IMPORTANT BOUNDARIES

This role does not include medical intervention, advocacy or counselling. This role does not involve shadowing clinical staff. Volunteers will not be carrying out any clinical tasks or clinical interactions.

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.

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 gofalgar

Respectful
Dangos parch

Trust and integrity
Ymddiriedaeth ac uniondeb

Personal responsibility
Cyfrifoldeb personol

