



# MUSIC VOLUNTEER

## Patient Experience

### Location

*Various wards across hospital sites within the UHB*

### Reports to

*Ward Manager/Activities Coordinator*

### Accountable to

*Voluntary Services Team*

### Time Commitment

*minimum of 2 hours per week*

### 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

Volunteers facilitate Music sessions for patients on inpatient wards. This could be through singing, bringing their own music instrument, listening to music or using music resources to play songs, tunes and have conversations around music. Sessions take place in the day rooms or main areas of various hospital wards across our hospital sites, with patients invited to participate. This role may also involve 1:1 engagement at the bedside. The focus of sessions is engagement, enjoyment and/or participation.

It is important to remember that these sessions are not music classes but an opportunity for people to come together, concentrate, socialise and enjoy music. The purpose of the project is to relieve boredom, get creative, try something new and have meaningful activity.

## MAIN TASKS

- To support meaningful engagement on the wards through music.
- To treat all service users with dignity, spending time in general conversation and listening.
- Providing feedback to staff.
- To inform staff if a service user appears unwell.
- To organise music sessions, including liaison with staff about session timings, identifying suitable patients, preparing the room, planning the sessions and tidying away and storing the equipment at the end.
- To engage the patients in participating and encourage their involvement with the group.

## TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff & Vale UHB 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 & Vale UHB Training Programmes.

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

## COVID19 SPECIFIC GUIDANCE

- All Volunteers will need to complete an individual risk assessment prior to starting
- All volunteers must be aware of the need to stop volunteering should they feel unwell or if they live with someone who has symptoms 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:

- Satisfaction of assisting others and providing an invaluable volunteer service to the Health Board and Community
- Experience of working with a team
- An opportunity to use your own experiences, skills and interests to help others
- 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	✓	
Experience of working in a health care setting		✓
Excellent communication skills	✓	
Ability to speak Welsh		✓
Ability to work on own initiative and as part of a team	✓	
Reliable and punctual	✓	
Enthusiastic and outgoing	✓	
Experience of volunteering		✓
Willingness to undertake training	✓	
Available to volunteer for 2 hours a week	✓	



Kind and caring

Respectful

Trust and integrity

Personal responsibility

