



PATIENT BEFRIENDER

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

Patient Befrienders interact with patients who may feel lonely, isolated or bored on the wards. They spend time talking with patients, helping them to connect virtually with their loved ones, and support patients with activities at the bedside or in the day room.

This role does not include advocacy or counselling.

MAIN TASKS

- To treat all patients with dignity and respect
- To spend time in general conversation and listening
- Assisting staff with activity sessions, which could include arts and crafts, social games and seasonal activities
- Assisting with providing hot or cold drinks as and when requested by staff outside of the scheduled drink services
- To reassure anxious or nervous service users or visitors
- To provide a reading/writing service where appropriate
- Facilitating one to one activities with patients such as cards and puzzles
- Using reminiscence tools with patients
- Undertaking virtual visiting calls
- Using the Interactive Touch Table
- Undertaking patient feedback surveys with UHB devices.

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 will be met through Cardiff and Vale UHB Training.

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:

- 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	✓	
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





CYFEILLION CLEIFION

Profiad y Claf

Lleoliad

Wardiau amrywiol ar draws
safleoedd ysbytai o fewn y BIP

Yn adrodd i

Rheolwr Ward/Cydlynnydd
Gweithgareddau

Yn atebol i

Tîm Gwasanaethau Gwirfoddol

Ymrwymiad Amser

milleiafswm o 2 awr yr wythnos

Gwiriadau Gofynnol

DDBS (Gwiriad Cofnodion Troseddol),
Gwiriad Iechyd Galwedigaethol, Dau
Eirda

Treuliau

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

GOFYNION PERSONOL

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

AMLINELLIAD O'R DYLETSWYDDAU

Mae Cyfeillion Cleifion yn rhyngweithio â chleifion a all deimlo'n unig, wedi'u hynysu neu wedi diflasu ar y wardiau. Maen nhw'n treulio amser yn siarad â chleifion, gan eu helpu i gysylltu'n rhithwir â'u hanwyliaid, a chefnogi cleifion gyda gweithgareddau wrth erchwyn y gwely neu yn yr ystafell ddydd.

Nid yw'r rôl hon yn cynnwys eiriolaeth na chwmsela.

PRIF DASGAU

- Trin pob claf ag urddas a pharch
- Treulio amser yn sgwrsio ac yn gwranddo
- Cynorthwyo staff gyda sesiynau gweithgareddau, a allai gynnwys celf a chrefft, gemau cymdeithasol a gweithgareddau tymhorol
- Cynorthwyo i ddarparu diodydd poeth neu oer pan ofynnir amdanynt gan staff y tu allan i amserlen y gwasanaeth diodydd a drefnwyd
- Tawelu meddwl defnyddwyr gwasanaeth neu ymwelwyr pryderus neu nerfus
- Darparu gwasanaeth darllen/ysgrifennu lle bo'n briodol
- Hwyluso gweithgareddau un i un gyda chleifion fel cardiau a phosau
- Defnyddio offer hel atgofion gyda chleifion
- Ymgymryd â galwadau ymweld rhithwir
- Defnyddio'r bwrdd cyffwrdd rhyngweithiol
- Cynnal arolygon adborth cleifion gyda dyfeisiau BIP.

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.

Caiff anghenion hyfforddi eu nodi drwy'r broses oruchwyllo a'u diwallu drwy Raglenni Hyfforddi BIP Caerdydd a'r Fro.

Bydd gwirfoddolwyr yn cael eu trin yn gynhwysol gan y Tîm Gwasanaethau Gwirfoddol a byddant yn cael cynnig goruchwyliaeth ac arweiniad parhaus.

CANLLAWIAU PENODOL I COVID-19

- Canllawiau Penodol i COVID-19
- Bydd angen i bob Gwirfoddolwr gwblhau asesiad risg unigol cyn dechrau
- Rhaid i bob gwirfoddolwr fod yn ymwybodol o'r angen i roi'r gorau i wirfoddoli os yw'n teimlo'n sâl neu os yw'n byw gyda rhywun sydd â symptomau ac i ddilyn cyngor diweddaraf y llywodraeth a'r GIG yn enwedig o ran symptomau COVID-19
- Caiff hyfforddiant, arweiniad a phroses sefydlu eu darparu drwy e-ddysgu neu dechnoleg rithwir lle bo hynny'n bosibl
- Rhaid darparu'r lefelau gofynnol o PPE i wirfoddolwyr a'u hyfforddi i ddefnyddio, gwisgo, diosg a gwaredu PPE yn unol â chanllawiau'r BIP

MANTEISION I'R GWIRFODDOLWR

- Mae'r rôl hon yn cynnig:
- Profiad o weithio mewn tîm.
- Boddhad o gynorthwyo eraill a darparu gwasanaeth gwirfoddol amhrisiadwy i'r Bwrdd Iechyd a'r gymuned. Cyfle i ddatblygu sgiliau a phrofiad personol.
- Cyfle i ddatblygu sgiliau cyfathrebu ymhellach.
- Cyfle i ddatblygu gwybodaeth am anawsterau cyfathrebu.
- Geirda ar gais (ar gael ar ôl i chi wirfoddoli am chwe mis yn unig).

MANYLEB Y PERSON

Meini prawf

	Essential	Desirable
Deall pwysigrwydd cyfrinachedd a dilyn gweithdrefnau	✓	
Profiad o weithio mewn lleoliad gofal iechyd		✓
Sgiliau cyfathrebu ardderchog	✓	
Y gallu i siarad Cymraeg		✓
Y gallu i weithio'n annibynnol ac fel rhan o dîm	✓	
Dibynadwy a phrydlon	✓	
Brwdfrydig a llawn cymhelliant	✓	
Profiad o wirfoddoli		✓
Parodrwydd i ymgymryd â hyfforddiant	✓	
Ar gael i wirfoddoli am 2 awr yr wythnos	✓	



Kind and caring
Caredig a gofalgar

Respectful
Diogel a parhau

Trust and integrity
Ymddiriedolaeth ac uwaisdeb

Personal responsibility
Cyfrifoldeb personol

