



# DREAMING CHAMPION VOLUNTEER

## Surgical Wards

### Location

*University Hospital of Wales  
Possibility of remote or  
community settings*

### Reports to

*Service Lead and Area Manager*

### Accountable to

*Voluntary Services Team*

### Time Commitment

*a minimum of 4 hours a week for  
at least 6 months*

### 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.

## PREHAB TO REHAB AND DREAMING

CVUHB promotes Enhanced Recovery After Surgery (ERAS). This means we aim to give you a positive patient experience, reduce post-operative complications and support you to get home and back to your normal activities as quickly as possible. For most operations we aim for you to Drink, Eat and Mobilise within 24 hours of surgery – this is known as DrEaMing. Patients who do this often have shorter hospital stays and fewer complications.

Volunteers will champion the DrEaMing aims; prompting, supporting and encouraging patients to Drink, Eat and Mobilise on the ward post surgery, while being a friendly face and company.

### Main tasks:

- To adhere to the values of Cardiff and Vale University Health Board and the ethos of ERAS
- Befriending patients
- Championing the DrEaM initiative; encouraging patients to Eat, Drink and Mobilise on the ward post surgery
- Helping patients to complete their diary
- Undertaking feedback surveys with patients
- Providing feedback to staff on progress

## 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 use own experience of surgery to help others
- An opportunity to develop personal skills and experience
- The opportunity to meet new people

## TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff and Vale University Health Board Training and Induction. Training needs will be identified through the supervision process and met through Cardiff and Vale UHB Training Programmes.