



WARD 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

To act as a befriender to patients on the wards. Ward Volunteers interact with patients who may feel lonely, isolated or bored, spending time at the bedside or in the day room, engaging in conversation or activities. They also help with virtual visiting with UHB devices.

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
- To collect items from hospital shops for patients after verification from ward staff
- Facilitating one to one activities with patients such as cards and puzzles
- Using reminiscence tools with patients
- Undertaking virtual visiting calls
- Adhering to all Covid-19 specific health and safety guidance

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.

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

