



WARD WELCOMER VOLUNTEER

Patient Experience

Location

Reception area of ward

Reports to

Identified ward manager/coordinator

Accountable to

Voluntary Services Team

Time Commitment

2 hours per week ad hoc

Weekdays 5pm - 8pm

Weekends 10am - 8pm

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 visitors, and staff
- 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

OUTLINE OF DUTIES

To provide a calm, friendly and welcoming presence to visitors and patients to the ward area. Assist staff during visiting times by monitoring the doors and providing visitors with up to date information from staff. Provide first point of contact for visitors, and signpost to appropriate support. Offer refreshments.

This role requires regular commitment to volunteer each week to build familiarity with ward and visitors

MAIN TASKS

- Ensure visitor admittance to ward is in line with the approved ward visitor register provided by staff
- Provide a calm, reassuring and welcoming presence to visitors and staff to the ward
- Direct visitors around ward as required, and accompany if required
- Help answer appropriate queries
- Escalate identified issues or questions to the appropriate support
- Remind visitors of hand hygiene procedures, and ward specific infection control measures
- Assist with providing hot or cold drinks to visitors, or direct to facilities on the ward
- Provide up to date information in relation to the ward's Visiting Policy

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.

IMPORTANT BOUNDARIES

This role does not include:

Play therapy, advocacy, medical intervention, distraction or counselling. This role does not involve shadowing clinical staff, or carrying out any clinical tasks or clinical interactions.

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

BENEFITS TO THE VOLUNTEER

This role offers:

- Experience of Childrens Services within the hospital environment
- Satisfaction of assisting others and providing an invaluable service to the Health Board and community
- An opportunity to develop personal skills, experience, and communication skills
- Experience of team working
- **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
Good 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	
Experience of volunteering		X
Willingness to undertake training	X	
Available to volunteer for a minimum 2 hours a week at the required times	X	
Enthusiastic and outgoing	X	

Kind and caring
Caredig a gofalgar

Respectful
Dangos parch

Trust and integrity
Ymddiriedaeth ac uniondeb

Personal responsibility
Cyfrifoldeb personol

