



Volunteer Role Description

Ward Helper & Activities assistant

ROLE TITLE: Ward Helper and Activities Assistant
PAY BAND: Voluntary
RESPONSIBLE TO: Volunteer Service Co-ordinator
MANAGED BY: Ward Sister

The role of a Volunteer is to adhere to the scope of this role description and enhance patient experience.

Volunteers must work alongside staff and other healthcare professionals to achieve the trusts visions and values.

Key Activities	
<ul style="list-style-type: none"> ● Help with patient orientation of ward and bedside entertainment if requested by staff ● Helping to clear up and clean bed spaces between patients ● Befriending patients – Offering time to talk ● General Admin support (making up packs) ● Offering drinks to patients/visitors between meal rounds ● Accompanying patients to clinic appointments where as requested 	<ul style="list-style-type: none"> ● Engaging and setting up social activities with patients such as card games, board games, reading, puzzles, word searches, chair basketball, chair tennis ● Collect packages & messages from other wards/departments, i.e., pharmacy ● Refresh patients refuse bags ● General tidying of locker/bed area ● Support with packing up patient’s belongings prior to discharge/transfer ● Answering/making telephone calls as instructed by department



VOLUNTEERS MUST NOT HANDLE:

- Patient identifiable data
- Patient notes / Medical information
- Clinical waste
- Body fluids
- Instruments/Needles/Syringes
- Contaminated waste – including delivery/collection of specimen to/from Pathology
- **No** Manual Handling i.e., lifting

VOLUNTEERS MUST:

- Observe Hand gel and infection prevention practices at all times
- Adhere to the Volunteer Handbook and Volunteer Training Video

Absence

It is important that you keep to the volunteering arrangements you have made with your ward/department. If your circumstances change and you are unable to attend your placement, please let your department/ward know at the earliest opportunity.