



Ward Helper Volunteer

Site:	St Marys Hospital Newport Isle of Wight PO30 5TG
Placement:	Designated ward areas
Report to:	Volunteer Service
Responsible to:	Volunteer Co-Ordinator
Dress Code:	Orange Volunteer T Shirt and smart skirt/trousers
Hours	Minimum of 3 hours per session Sessions can be worked flexibly and are available 7 days a week
Department Training Volunteer will receive:	Statutory and Mandatory Training provided
Purpose/ Summary of Role:	As a Ward Helper you will be based on one of our wards assisting with non-clinical tasks. The aim of the role is to enhance the quality of life and environment of the patients by providing social and practical help.
General Tasks of Volunteer:	Key Activities: This role involves but is not limited to: <ul style="list-style-type: none"> • Engaging in conversations with patients • Making drinks for patients • Distributing meals • Interacting with patients such as by playing games and reading • To undertake any other duties that may be appropriate in respect of a Ward Helper
Key Attributes:	<ul style="list-style-type: none"> • You'll be friendly and polite. • You'll be comfortable approaching patients and visitors in a confident and caring manner. • You'll be sensitive and tactful, with emotional resilience. • You'll be reliable and good at time keeping. • You'll understand personal and professional boundaries. • You'll work on own initiative and ask for help when needed. • You'll understand the importance of confidentiality, but also know when to escalate any concerns and to who. • To be an active listener • To have a positive outlook • Work with a calm demeanour • To be approachable • Non-judgemental character



	<ul style="list-style-type: none"> • A good sense of humour • To be able to “think on your feet” and modify requirements. • To be flexible to the needs of the patient
Volunteer guidelines:	<ul style="list-style-type: none"> • Adhere to the volunteer handbook • Any patient identifiable data will need to be securely hidden. • Clinical waste/body fluids, needles/instruments/syringes/samples can be handled as long as in the correct containers. • No Manual handling ie: lifting.
Signed by Placement Lead:	
Placement Lead contact details	

