York Teaching Hospital NHS Foundation Trust

Volunteer Visitor

Being an inpatient in hospital can be a daunting and lonely experience for many people, which is why our Volunteer Visitors play such an important role, as they can offer our patients extra support and companionship.

There are often patients who do not have visitors of their own or who do not want to ‘bother’ nursing staff, which can lead to them becoming quite isolated and lonely. Having someone to spend a little time talking with them or even reading a paper or playing a game can help to improve a patient’s experience of hospital and make them feel more at ease.

Volunteer Visitors can make a significant difference to a patients experience in hospital, but it is important that this is done in line with the role description and the information provided within this guide.

Task Description

Tasks to be undertaken

It is anticipated that you will carry out all or some of the following tasks:

1. To speak with or visit patients who do not have anyone else to talk with during visiting times or at other times as agreed with the ward.
2. To liaise with patients on the wards and other areas to discuss any issues they might have concerning their hospital treatment, whether positive or negative.
3. To log any issues from inpatients, as they arise with sufficient detail so that the issues can be investigated by the Volunteer Service Administrator and/or passed to a PALS adviser for action.
4. To be available for occasional duties accompanying vulnerable patients to specific appointments.
5. To be willing to take notes at these appointments, with the permission of the patient.
6. To answer any general queries from nursing and other staff about the befriending scheme.
7. To identify and take part in relevant training and development courses.
8. To attend and contribute to supervision sessions.
9. Other duties as required by the Volunteer Contact by agreement with the worker.
10. To help patients out feedback questionnaires (such as the Friends and Family Test)

Volunteering times

Monday – Sunday 11.00am to 8.00pm
(anytime between)
Person Specification

It is expected that the Volunteer Visitor will be able:

1. To communicate effectively both orally and in writing.
2. To work with the minimum of supervision after suitable training has been undertaken.
3. To use their own initiative as the need arises within agreed areas.
4. To present a professional approach to patients, carers, nursing and other staff.
5. To be polite and punctual at all times.
6. To fulfil the agreed time commitment each week, in the absence of extenuating circumstances.
7. To ensure absolute confidentiality of information obtained through contact with York Teaching Hospital NHS Foundation Trust.

We will support you by:

1. Delivering a Volunteer Induction Day which will provide mandatory training prior to commencement of volunteering.
2. Providing Level 1 Dining Companion training.
3. Providing supervision from the ward team on a daily basis and regular review meetings with your named volunteer supervisor on the ward.
4. Access and contact with the volunteering services team.
5. Other training that may be identified by you, volunteer service or ward staff.

Trust Key Values:

The ultimate objective of the Trust is: ‘To be trusted to deliver safe, effective and sustainable healthcare within our communities’. The Trust requires all volunteers to demonstrate the following Trust Values:

- caring about what we do
- respecting and valuing each other
- listening in order to improve
- always doing what we can to be helpful.
ROLE RISK PROFILE

Role: Volunteer Visitor

VOLUNTEER

The job profile is predominantly nursing

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<thead>
<tr>
<th>Details of risk level</th>
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<tbody>
<tr>
<td>Yes</td>
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<tr>
<td>There is potential exposure to</td>
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<tr>
<td>a) Violence / verbal abuse</td>
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<td>b) Blood / body fluids</td>
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<td>The job involves contact with</td>
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<tr>
<td>a) Clinical / hands on patient / client care</td>
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<tr>
<td>b) Moving &amp; handling of patients / loads</td>
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<td>c) Food preparation and handling</td>
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<td>d) Immuno-compromised patients</td>
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Control Measures

✓ Volunteers will sign a Volunteer Agreement before starting to volunteer that covers confidentiality and expected behaviours

✓ Volunteers will undertake a local induction and be supervised at all times whilst on placement.

I have read the role description and fully understand what is expected of me whilst I am in service as a Volunteer.

Signed by ..........................  Print Name  ..........................

Date  .............................