

St Elizabeth Hospice

Volunteer Role Description



Role: Inpatient Unit Ward Assistant

Location: IPU

Staff Member Link: IPU Co-ordinator

Purpose of Role and Service

To be a member of the Inpatient Unit team carrying out the role of volunteer assistant providing support to the team as appropriate, working under the supervision nursing staff at all times.

Key Activities

- To keep your area of work tidy and clean e.g. making beds, empty bins, clean baths/showers
- To ensure all drinks cartons, etc. are dated when opened, food is named/dated and stored/covered in suitable containers/dishes
- Following infection control policy at all times
- Ensure laundry room is clean and tidy. Ensure patients clothing is listed and/or marked as identifiable. Clean soiled linen/clothes as necessary. Return patients clothing to them after laundering
- To care for flower arrangements including patients' flowers
- To offer assistance where needed for IPU patients, including assisting patients with meal ordering, feeding, and drinks
- To provide beverages for patients as required, especially after meals, and ensure that their jugs of water are replenished regularly. Offer alcoholic beverages to patients before lunch and supper
- To assist in serving patients' meals, removing trays, ensuring that trolleys, crockery, etc. are returned to the main kitchen and update patient diet and fluid monitoring sheets
- To ensure ward kitchen is clean and tidy at all times, to load/unload dishwasher, clean fridge/freezer, etc.
- To assist in maintaining stock levels e.g. laundry, restock the sluice and ensure these areas are tidy
- To act as a companion when required
- To ensure the comfort of patients throughout the day
- To provide assistance to the Occupational Therapists in activities as required, also talking, reading, games, walks in the garden, etc.
- To respect the patients' need for social interaction or solitude whilst an inpatient
- If nursing staff are busy respond to patient call bells and if appropriate assist e.g. pass tissues, drinks etc. Where nursing assistance is needed e.g. toilet, re-positioning inform nursing staff. If emergency e.g. patient at risk of harm i.e. falling or suddenly unwell – summon help quickly i.e. use emergency call bell
- To report any patient concerns to nursing staff without delay
- If nursing staff are busy, answer telephone do not give information, take message and name/number of caller & inform them staff will return call when able at earliest opportunity
- To answer the side door using intercom on nurses station when no receptionist and staff are busy

Organisational Responsibilities

- To work within the policies of the hospice and act within Care Standards at all times
- To uphold the hospice and individual team values at all times
- To ensure effective use of resources
- To participate in the hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice
- To promote the hospice Philosophy of Care towards patients, relatives and visitors
- Generally to contribute towards ensuring a safe environment for all persons on the premises
- Because of the special nature of the hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care

Volunteers are required to respond positively to all reasonable instructions given by Link Members or other members of hospice staff. While volunteer suggestions and opinions are always welcomed, the responsibility for operational and strategic decisions lies with the hospice management.

Personal Qualities

Attributes	Essential/Desirable	Qualification and training to be provided
Skills and Abilities	E - Medical teamwork	
Knowledge and Experience	E - Experience of working within a confidential healthcare environment	
Attitudes and Values	E - Good bedside manner E - Attention to detail	
Qualifications and Training		ELfH Modules - Roles and Responsibilities Communications (Customer Service) Conflict Resolution (inc Lone working) Health, Safety and Infection Prevention and Control Data Security Awareness (GDPR) Moving and Assisting (Moving and Handling things) Fire Safety Equality, Diversity & Human Rights Safeguarding Adults Fluids and Nutrition

DBS – Due to regular contact with patients and / or confidential information this role requires a DBS check

Last review by line manager: Jackie Jones Feb 2023