

**Role:** Inpatient Unit Ward Assistant  
**Location:** St Elizabeth Hospice Ipswich or Gt Yarmouth & Waveney  
**Staff Member Link:** IPU Co-ordinator

Volunteers are asked to follow the hospice aims and values

- One Team, One Community
- Learning Never ends
- Compassion Takes Courage
- Every Moment Matters



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### **Role summary**

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.

### **What you will be doing:**

Key activities include but are not limited to the following:

- To keep your area of work tidy and clean e.g. making beds, empty bins, clean baths/showers
- Following infection control policy at all times
- Undertake duties in the ward kitchen and laundry room, maintaining stocks and keep them clean and tidy.
- To offer assistance where needed for patients, including assisting with meal ordering, feeding, and drinks, and act as a companion and ensure they are comfortable when required
- 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. Where nursing assistance is needed inform nursing staff. If emergency summon help quickly.
- 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

### **What we ask of our volunteers:**

- 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 be friendly and approachable and work as part of a team
- To be committed and reliable
- Some roles require a DBS check

### **The benefits to you:**

- Experience working with a forward-thinking charity
- A sense of satisfaction and pride for helping to make a valuable difference
- Giving back to society and supporting local people
- Assist in developing skills and knowledge
- Meet new people
- Basic training will be provided and any additional role specific as necessary.

### **Your skills and attributes:**

- You will be a kind and caring person with an attention to detail.
- Working well in a team you will be confident in working in a healthcare environment with a good bedside manner and empathic to patients and family's needs.