

st elizabeth hospice

Volunteer role:	Inpatient Ward Assistant
Location:	St Elizabeth Hospice - Ipswich
Staff member link:	IPU Coordinator

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.
- Following infection control policy at all times.
- Undertake duties in the ward kitchen, 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.

What we ask of our volunteers:

- To uphold our hospice values:
 - One team, one community
 - Learning never ends
 - Compassion takes courage
 - Every moment matters
- Take part in training so you feel confident and supported in your role
- Respect confidentiality for patients, staff and fellow volunteers at all times
- Be friendly and team focused so everyone feels welcome and supported
- Stay committed and reliable to help the team run smoothly
- DBS checks for some roles to ensure safety and suitability

The benefits to you:

- Be part of a forward-thinking charity and make a real impact
- Feel proud of making a difference in your community
- Give back locally and support people who need it most
- Build new skills and grow your confidence.
- Meet new people and join a supportive team
- Training provided so you feel comfortable and ready for your role

Your skills and attributes:

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