

COVID-19 Ward Volunteer

Job title:	Ward Volunteer – Young Person’s Programme
Hours of volunteering:	2 hours per week (specified day) over 8 week period
Location:	Allocated ward and offsite.
To whom responsible:	Voluntary Services Manager/Nurse in Charge Dementia Champion Link
Job summary:	To enhance the quality and comfort of the patient’s stay assisting with the smooth running of the ward under direct supervision from the qualified nursing staff.

Role Summary:

Engage with patients on wards, providing social interaction to help reduce loneliness and isolation for patients. It *may* also involve promoting Radio Addenbrookes etc.

To attend weekly CUH Information Sessions over Zoom.

Covid-19 Requirements:



Below outlines the Covid-19 related specific requirements for Ward Volunteers:

- Follow PPE guidance – including wearing a mask when entering CUH buildings and facemask and visor when on wards
- Apron must be returned to the YPP Coordinator after each shift
- Wear Covid-19 guidance card at all times
- Sign Covid-19 agreement (signed by parent/guardian if under 18)
- Complete Covid-19 Occupational Health Individual Risk Assessment
- Complete Covid-19 training
- Remain socially distanced at all times observing the 2m site rule
- Adhere to Voluntary Services sign-in procedure with allocated sign-in slots and only visiting volunteer placement destination and voluntary services office
- Bring minimal personal belongings
- Sign local COVID 19 risk assessment (signed by parent/guardian if under 18)
- You need to stop volunteering should you or a member of your household feel unwell and follow the latest government and NHS advice for the public, especially regarding COVID-19 symptoms

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Key duties and responsibilities:

- Spending time listening and chatting with patients
- Engaging patients in appropriate activities e.g. doing crosswords, puzzles or other games, using Activity pack and Activity box resources. Making sure sanitized after use.
- Informing patients of sleep packs
- Informing patients of Hospedia system e.g. what it provides, how much it costs
- Helping at mealtimes – assist housekeepers serving refreshments by:
 - Offering patients a handwipe before and after meals
 - Assisting with giving out meals
 - Ensuring patients can reach their meal comfortably (alerting staff if patient needs re-positing, **as must not** assist with any moving and handling of patient)
 - Opening any packaging as required
 - Assisting patients with access to drinks, for example giving out and filling water jugs as directed by staff
 - Providing encouragement at mealtimes
- End PJ Paralysis: Where appropriate, inform patients about the benefits of taking a short walk if safe to do so (eg to the day room) and encourage patients to get dressed and get out of bed if appropriate
- Encouraging patients to set up for themselves Skype/Facetime/Houseparty APP meetings with their relatives /friends /carers using the ward patient Ipads (cannot actually set these up for patients).Providing help or simple tutorials on how to do this where possible
- Adhere to data protection and confidentiality guidance – no personal identifiable data
- May be able to promote Radio Addenbrookes and how to make a request

Training:

- Complete Covid-19 training package
- Ensure Mandatory Training is kept up to date at all times
- Attend weekly CUH Information sessions over Zoom

Useful Skills/Qualifications/Experience required:

- Excellent communication skills
- Ability to work independently and as part of a team
- Ability to build rapport with patients, visitors and staff
- Understanding of confidentiality

Uniform:

- Volunteer ID badge & Covid-19 card and lanyard
- Bare below the elbow
- Closed toe shoes
- Red volunteer apron and dressed appropriately to avoid embarrassment to self, patients or visitors
- Appropriate PPE (eg facemask, face visor)

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Health & Safety:

Be aware of H & S legislation and its influence on the activities of the ward and site

Volunteers must:

- Be aware of government guidelines on use of public transport and if possible avoid travel at peak times
- Take a lateral flow test on the morning of volunteer session, notify the Voluntary Services office of the result and have a clear result before visiting the hospital site.

Volunteers must not:

- Have contact with patient's valuables or money
- Provide advocacy or counselling
- Carry out the work of trained staff
- Attend if ill

Volunteer signed:

Print name:

Date:

Parent/Guardian signed (if volunteer under 18):

Print name:

Date:

Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
Safe I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
Kind I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
Excellent I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.

Together-**Safe** | **Kind** | **Excellent**