



WARD BEFRIENDING VOLUNTEER

Patient Experience

Location

Various wards across Hospital Sites within the UHB

Reports to

Ward Manager/Activities Coordinator

Accountable to

Voluntary Services Team Manager

Time Commitment

2 hours per week for a minimum of 6 months

Required Checks

DBS (criminal Records Check)

Occupational Health check

Two References

Expenses

Reimbursed travel to/from locations on day of volunteering

PERSONAL REQUIREMENTS

- To have excellent listening skills and be non-judgemental.
- To be confident when communicating with service users, visitors, staff and general members of the public.
- To be enthusiastic about the aims and work of Cardiff and Vale UHB.
- To display levels of empathy and understanding at all times.
- To be presentable, smart and always wearing UHB uniform and ID badge.
- To recognise when to refer issues and questions to UHB staff.

OUTLINE OF DUTIES

To act as a befriender to patients on the wards. Ward Befriending Volunteers interact with patients who may feel lonely, isolated or bored, spending time at the bedside or in the day room, engaging in conversation or activities.

This role does not include advocacy or counselling.

MAIN TASKS

- To treat all patients with dignity and respect
- To spend time in general conversation and listening
- Assisting staff with activity sessions, which could include arts and crafts, social games and holiday activities
- assisting with providing hot or cold drinks as and when requested by staff outside of the scheduled drink services
- To reassure anxious or nervous service users or visitors
- To provide a reading/writing service where appropriate
- To collect items from hospital shops for patients after verification from ward staff

TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff and Vale University Health Board Training and Induction as well as an appropriate level of manual handling and violence and aggression training.

Training needs will be identified through the supervision process and met through Cardiff and Vale UHB Training Programmes.



Volunteers will be treated inclusively by the Voluntary Services Team and will be offered ongoing supervision and guidance.

BENEFITS TO THE VOLUNTEER

This role offers:

- Experience of team working
- Satisfaction of assisting others and providing an invaluable service to the Health Board and community
- An opportunity to develop personal skills and experience
- An opportunity to share your own skills and experiences
- An opportunity to undertake further Health Board Training

PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures	✓	
Experience of working in a health care setting		✓
Good communication skills	✓	
Ability to speak Welsh		✓
Ability to work on own initiative and as part of a team	✓	
Reliable and punctual	✓	
Experience of befriending		✓
Experience of volunteering		✓
Willingness to undertake training	✓	
Available to volunteer for a minimum of 2 hours a week	✓	
Enthusiastic and outgoing	✓	

