

Volunteer Role Profile

Role Profile – Therapeutic Activities Volunteer

Hospital Sites – Burnley General Teaching Hospital

Ward / Department- Community and Intermediate Care wards

Overview of the role - Volunteering is defined as activities in which time is given freely to benefit another individual, group, or organisation. Furthermore, volunteering is part of a cluster of helping behaviours that entail more commitment than spontaneous help or assistance, but differ from informal care provided, for example, within the family or among friends. Volunteer work is often considered to be beneficial to the volunteers and it has been shown that it enhances their well-being and also that people with greater well-being invest more time in volunteer service.

This exciting new specialist volunteer role will support patients to participate in meaningful and therapeutic activities during their stay in hospital. Research suggests that having access to stimulating activities can help enhance wellbeing and therefore can assist in the healing process. Person centred and age appropriate, games and crafts are just some of the activities that can assist. This role will improve the experience of our patients and families, allowing the opportunity for people to express themselves in a creative manner thus reducing isolation, improving motivation and sense of wellbeing.

We recommend being fully vaccinated against Covid-19

This role will be directly supported by Ward Manager/ Therapy Lead

All our volunteer roles are support by the East Lancashire Hospital Trust Volunteer Services.

This role is required for shifts are flexible and available throughout the week

Tasks – what does the role entail?

1. Visiting/befriending patients , hand holding and listening being paramount options during interactions
2. 1 to 1 activities, e.g. walking, listening to music, reading, games, reminiscence, crafts, visits to the garden/shop/chapel
3. Group activities e.g. reminiscences, news discussion, involving others and families.
4. Signposting to other support services such as Alzheimer’s Society, Admiral Nurse service, Macmillan, Age UK.
5. Take time to talk with patients, forwarding concerns and compliments to staff.
6. Supporting the completion of ‘This is me’ and promoting the Butterfly Scheme
7. Promoting awareness of John’s campaign
8. Promoting options for use of therapeutic resources on wards and in hospitals eg, coffee shops etc.

Required qualities:

- Good communication and interpersonal skills
- Good written English
- Good time management
- Life experience
- Ability to use own initiative
- An interest in promoting independence with care and compassion
- Willing to complete training to better understand Dementia

Everyone volunteering at the Trust must attend a volunteer induction and will be required to complete core mandatory training before carrying out any volunteering activity within the Trust and may be asked to regularly refresh training where required. All mandatory training will be provided free of charge to the volunteer. From time to time volunteers may be offered additional training opportunities related to their volunteering role, places will not be guaranteed and occasionally there may be a cost associated, this will be made clear to volunteers in advance.

Does this role require any specific training?

Volunteers carrying out this role will be required to undertake training around Dementia and become a Dementia friend.

Organisational requirements – Volunteers will be provided with and have access to the Trust’s volunteer policy and volunteer handbook. This includes information relating to equality and diversity, health and safety, data protection and confidentiality, infection control, safeguarding, and code of conduct. Volunteers are expected to follow guidance described in these documents. Volunteers will also be expected to sign and comply with a three way volunteer agreement, an agreement bound in honour only, which describes the expectations of the volunteer, the staff member responsible for them, and volunteer services.

DBS Requirements - Some volunteer roles within require Disclosure and Baring Service (DBS, formerly CRB) checks. This check is designed to assist the Trust in making safe decisions around recruiting volunteers by checking the criminal record of volunteers carrying out activity with vulnerable people or children. Having a criminal record will not necessarily prevent an applicant becoming a volunteer, any applicant with a criminal record should inform volunteer services, who will risk assess each case on an individual basis.

Will the volunteer in this role be carrying out activity around vulnerable people?	Yes If yes, standard check required
Will the volunteer in this role be carrying out activity around children without supervision?	No If yes, enhanced check required

Risk Management

Risk	Mitigation
Risk of agitated patients being confrontational or distressed towards volunteer	Volunteers are not to support very agitated patients, volunteers trained in conflict resolution

	including recognising signs of potential aggression, staff to advise volunteers to promote safety
Risk of illness due to being in a clinical area	Volunteers health screened during recruitment, volunteers trained in infection control