

Volunteer Role Description

Role title	HOMEMAKER – meal time assistant
Where	Stonebow Unit Patient Dining Room, Hereford
When	1 ½ hrs period 11.45am until 13.15
Commitment	Monday to Sunday 1-2 sessions per week
Accountable to	Alison Hartless
What we do	<p>2gether NHS Foundation Trust (2gether) provides specialist mental health and learning disability services to the people of Gloucestershire and Herefordshire.</p> <p>Our priority is to deliver quality services and exceptional customer experience. Our purpose is to make life better.</p> <p>Our core values are as follows:</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="background-color: #1a522d; color: white; padding: 5px; margin-bottom: 2px;">S Seeing from a service user perspective</div> <div style="background-color: #4caf50; color: white; padding: 5px; margin-bottom: 2px;">E Excelling and improving</div> <div style="background-color: #00bcd4; color: white; padding: 5px; margin-bottom: 2px;">R Responsive</div> <div style="background-color: #2196f3; color: white; padding: 5px; margin-bottom: 2px;">V Valuing and respectful</div> <div style="background-color: #a1887f; color: white; padding: 5px; margin-bottom: 2px;">I Inclusive, open and honest</div> <div style="background-color: #ff9800; color: white; padding: 5px; margin-bottom: 2px;">C Can do</div> <div style="background-color: #cddc39; color: white; padding: 5px;">E Efficient, effective, economic and equitable</div> </div> <p>We expect our staff and volunteers to share these values in order to create the best service possible.</p>

<p>Why we want you</p>	<p>To support and engage with our patients during meal times.</p> <p>Helping patients to have a positive eating experience in the patient dining room and assisting by replenishing the tables, helping with carrying meals from the servery.</p> <p>Offer reassurance and engage with conversation where appropriate.</p> <p>To work alongside the Catering team and Ward staff in a volunteer role.</p>
<p>Role tasks</p>	<p>Under the guidance of the catering/ nursing team:-</p> <ul style="list-style-type: none"> • Preparing dining tables for meal service at times with patient involvement. • To support meal times by assisting with carrying trays, providing drinks and responding to patient's requests. • Offer reassurance and engage in conversation as appropriate • Report any observations to the catering team that may need to be recorded by the Nursing Team.
<p>Skills and attributes you will need</p>	<ul style="list-style-type: none"> • Interest in working with people within Mental Health • Ability to communicate with a range of people with diverse needs • Patience • Compassion • Empathy • Ability to follow direction
<p>Most challenging part of the role</p>	<p>Some behaviours of our patients may be challenging for others to make sense of, and you may have difficulty with communicating with patients at times.</p>
<p>Training required and how often this will need to be completed</p>	<ul style="list-style-type: none"> • Corporate Induction – day 1 • Safeguarding – once only – will be completed on day 1 of Corporate Induction • Breakaway Training – annually • E learning Food Safety - annually • E learning Fire Safety – every 2 years • E learning Infection Control – every 3 years • E learning Manual Handling – every 2 years • E learning Information Governance – annually
<p>How the Trust will support you</p>	<ul style="list-style-type: none"> • Relevant training to support volunteer role • Local induction