

Volunteer Role Description

Role Title	Visitor support volunteer
Where	Willow Ward, Charlton Lane Hospital
When	2-3 hour periods
Commitment	1-2 sessions per week
Accountable to	Ward Manager & Non-medical consultant nurse, Dementia
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: #008000; color: white; padding: 5px; margin-bottom: 2px;">E Excelling and improving</div> <div style="background-color: #00a0c0; color: white; padding: 5px; margin-bottom: 2px;">R Responsive</div> <div style="background-color: #00b0f0; color: white; padding: 5px; margin-bottom: 2px;">V Valuing and respectful</div> <div style="background-color: #800020; color: white; padding: 5px; margin-bottom: 2px;">I Inclusive, open and honest</div> <div style="background-color: #e08000; color: white; padding: 5px; margin-bottom: 2px;">C Can do</div> <div style="background-color: #e0e000; color: white; padding: 5px;">E Efficient, effective, economic and equitable</div> </div> <p>We expect our staff and volunteers share these values in order to create the best service possible.</p>
Why we want you	<p>We recognise that visiting a person you know in a hospital environment can be a difficult and emotional time. At times, when a person has Dementia, it can be difficult for visitors to establish a conversation or know how to respond to a person in distress. Also, visitors can be anxious about leaving the person they are visiting to speak with the nursing team.</p> <p>We are looking for volunteers who can help us to make sure that visitors have a positive experience when they come onto the ward to spend time</p>

	with the person they are visiting. This will include welcoming visitors, ensuring they have refreshments and supporting conversations as needed.
Role Tasks	<p>Under the guidance of the nursing team:-</p> <ul style="list-style-type: none"> • Welcome visitors to the ward • Ensure that visitors have refreshments as required. • Offer reassurance, initiate and engage in conversation as appropriate • Share magazines, newspapers and use as tools to help with conversation • As required sit with and provide company to those without visitors or to relieve visitors who may wish to speak with nursing staff. • Report any observations to nursing team
Skills and attributes you will need	<ul style="list-style-type: none"> • Interest in working with people with Dementia • Ability to communicate with a range of people with diverse needs • Patience • Compassion • Empathy • Ability to follow direction
Most Challenging part of the role	<ul style="list-style-type: none"> • People with dementia can sometimes behave in a way that can be challenging for others to make sense of, and have difficulty with communicating. This means being alert to changes in how a person may be feeling (ie frustrated/ upset) and being able to respond accordingly and/or seek advice.
Training required and how often this will need to be completed	<ul style="list-style-type: none"> • Corporate Induction day one and two • Safeguarding – once only – will be completed on day 1 of Corporate Induction • Breakaway Training - 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 • E learning – Dementia • Dementia Training (Day 1 and 2)
How the Trust will support you	<ul style="list-style-type: none"> • Provide the necessary training to help support the volunteer role • Supervision regularly 6-8 weekly to discuss any relevant issues.