

St Elizabeth Hospice

Volunteer Role Description



Role: IPU Volunteer Assistant

Location: IPU

Staff Member Link: IPU Co-ordinator

Purpose of Role and Service

To be a member of the In-Patient Unit team carrying out the role of volunteer assistant providing support to the team as appropriate, working under the supervision nursing staff at all times.

Key Activities

- To keep your area of work tidy and clean e.g. making beds, empty bins, clean baths/showers.
- To ensure all drinks cartons etc are dated when opened, food is named/dated and stored/covered in suitable containers/dishes.
- Following infection control policy at all times.
- Ensure laundry room is clean and tidy. Ensure patients clothing is listed and/or marked as identifiable. Clean soiled linen/clothes as necessary. Return patients clothing to them after laundering.
- To care for flower arrangements including patients' flowers.
- To offer assistance where needed for IPU patients, including assisting patients with meal ordering, feeding, and drinks.
- To provide beverages for patients as required, especially after meals, and ensure that their jugs of water are replenished regularly. Offer alcoholic beverages to patients before lunch and supper.
- To assist in serving patients' meals, removing trays, ensuring that trolleys, crockery etc are returned to the main kitchen and update patient diet and fluid monitoring sheets.
- To ensure ward kitchen is clean and tidy at all times, to load/unload dishwasher, clean fridge/freezer etc.
- To assist in maintaining stock levels e.g. laundry, restock the sluice and ensure these areas are tidy.
- To act as a companion when required.
- To ensure the comfort of patients throughout the day.
- To provide assistance to the Occupational Therapists in activities as required, also talking, reading, games, walks in the garden etc.
- To respect the patients' need for social interaction or solitude whilst an inpatient.
- If nursing staff are busy respond to patient call bells and if appropriate assist e.g. pass tissues, drinks etc. Where nursing assistance is needed e.g. toilet, re-positioning inform nursing staff. If emergency e.g. patient at risk of harm i.e. falling or suddenly unwell – summon help quickly i.e. use emergency call bell. To report any patient concerns to nursing staff without delay.
- If nursing staff are busy, answer telephone do not give information, take message and name/number of caller & inform them staff will return call when able at earliest opportunity.
- To answer the side door using intercom on nurses station when no receptionist and staff are busy.

Organisational Responsibilities

- To work within the policies of the Hospice and act within Care Standards at all times.
- To uphold the hospice and individual team values at all times.
- To ensure effective use of resources.
- To participate in the Hospice education programme and attend training courses as required.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice Philosophy of Care towards patients, relatives and visitors.
- Because of the special nature of the Hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care.

Personal Qualities

Attributes	Essential	Desirable
Skills and Abilities	<ul style="list-style-type: none">• Medical teamwork	<ul style="list-style-type: none">•
Knowledge & Experience	<ul style="list-style-type: none">• Healthcare environment	<ul style="list-style-type: none">• Infection control
Attitudes and Values	<ul style="list-style-type: none">• Good bedside manner	<ul style="list-style-type: none">• Health promotion and maintenance
Qualifications, Training	<ul style="list-style-type: none">• Generic moving & Handling	<ul style="list-style-type: none">• Basic food hygiene

DBS – Due to regular contact with patients and / or confidential information this role requires a DBS check