

<b>VOLUNTEER ROLE DESCRIPTION</b>
<p><b>Role Title:</b> Ward Volunteer - Critical Care Unit Visitors Waiting Area</p> <p><b>How long for:</b> We ask that volunteers are with us for a minimum of four hours per week for six months.</p> <p><b>Minimum age:</b> Minimum age of 18 years</p> <p><b>Please note:</b> A Disclosure and Barring Service Check (DBS) check is required for this role</p>
<p><b>Summary / Purpose of role:</b></p> <p>To support staff by welcoming and accompanying relatives to Critical Care. This will be under the direct supervision of the Critical Care staff.</p>
<p style="text-align: center;"><b><u>Key duties and responsibilities:</u></b></p> <ul style="list-style-type: none"> <li>• Meet relatives and accompany them to Critical Care when requested by staff member.</li> <li>• Accompany visitors to bed space when at Critical Care (with agreement from Critical Care staff member).</li> </ul>
<p style="text-align: center;"><b><u>Useful skills and experience:</u></b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Able to work independently and as part of a team</li> <li>• Confident in approach to patients</li> <li>• Have a kind and helpful nature</li> <li>• Polite and well mannered</li> <li>• Patience and understanding</li> <li>• Physically fit as the role may involve a lot of walking</li> <li>• Ability to deal sensitively with those people who may be tense or anxious</li> <li>• Comfortable in a hospital environment</li> <li>• To recognise the need for confidentiality</li> </ul>
<p style="text-align: center;"><b><u>Training &amp; Development:</u></b></p> <ul style="list-style-type: none"> <li>• To attend mandatory training and regular mandatory updates as determined by Royal Papworth Hospital Foundation Trust</li> <li>• Specific training / shadowing experience as required for the role</li> <li>• Local induction to the ward, clinic or department</li> </ul>
<p><b>For more information about this role, please contact:</b>            Royal Papworth Hospital PALS Team            Telephone: 01223 638896 / 01223 638963            Email: <a href="mailto:papworth.pals@nhs.net">papworth.pals@nhs.net</a></p>