

Volunteer Role Profile

Volunteer Role	Welney Ward Patient Befriender/Admin Support Volunteer (Princess of Wales Hospital, Ely)
Volunteer Manager	Ward Manager (Debra Blanc)
Where you will be based	Hospital

Why we want you

The Welney Ward is an inpatient unit with 15 beds providing rehabilitation and palliative care for any patient registered with a Cambridgeshire GP. We have therapists working within the ward team during the week, and all nursing staff are trained in moving and handling, and leading exercises in strength and balance and chair-based movements. GP cover is provided for clinical support seven days a week and we accept referrals from acute hospitals and community teams as required. Patients and their families are expected to take an active part in the patient's journey whilst on Welney Ward to achieve the best outcome possible. If required, referrals are made to other professionals/agencies for support and to facilitate a safe discharge. Currently our admin staff are overwhelmed with tasks involving carer questionnaire completion, patient feedback completion and photocopying, and our patients do not always receive visits. Staff spread themselves very thin while trying to give the patient the time to chat and voice concerns to allay their worries - a patient befriender would be a great welcome for the ward. Patient Feedback and befriender volunteers listen to and learn from the views and experiences of patients, both positive and negative, so that we can ensure that patients are involved in planning, evaluating, and improving the quality of services.

What you will be doing

- Photocopying for the admin staff
- Delivering forms to other departments when required
- Handing out feedback forms for patients to complete (and helping them with this)
- Signposting visitors
- Spending time chatting to patients
- Giving out hot drinks from a tea trolley
- Filling water jugs and handing out to patient lockers
- Complete surveys with patients, carers and families

The skills you need

- Chatting / "breaking the ice"
- Patience

What's in it for you

- Local induction into CPFT and your department
- Training as required for your role
- On-going support from a named member of staff
- First hand learning from either a ward or a community setting
- NHS experience
- Reimbursement of your travel expenses

Disclaimer

CPFT is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination.

As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences. Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.