

# Volunteer Role Profile

Volunteer Role	<b>Trafford Ward Mealtime Support Volunteer (North Cambs Hospital, Wisbech)</b>
Volunteer Manager	<b>Trafford Ward Manager (Sandra Dade)</b>
Where you will be based	<b>Hospital</b>

## Why we want you

Trafford Ward is a 16-bed inpatient rehabilitation and end of life care ward located at North Cambridgeshire Hospital in Wisbech.

We require a Mealtime Support Volunteer to assist staff in ensuring patients are eating and are content during mealtimes.

This is an opportunity to gain experience and skills through direct contact with patients, whilst simultaneously supporting the Trust in providing excellent care.

## What you will be doing

- Sitting with patients, talking to them ultimately encouraging the patients to remain seated at the dining table during mealtime
- Where appropriate, you will prompt the patient and encourage the patient to eat, helping them to stay focussed

## The skills you need

- A real interest in helping people who may be vulnerable and experiencing a challenging time
- The ability to listen to others and support them in a way that promotes independence, confidence and recovery
- A professional and confidential approach and a good awareness of personal boundaries
- Non-judgmental, open minded and tolerant
- A good sense of humour
- Experience with food hygiene or a dietary background are not necessary but the volunteer may find the role particularly insightful if they have an interest or experience in these areas

## 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

- An opportunity to gain experience and skills through direct contact with patients, whilst simultaneously supporting the Trust in providing excellent care
- Providing support to patients, kitchen and clinical staff
- Participate as a member of the team involved in the provision of all meals and other refreshments for patients, visitors and staff
- Learn on how to act within your limits of competency and authority
- Gain the ability to carry out tasks within a clinical environment/ inpatient setting

## **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.