

Role Profile

Job title:	Volunteer Ward Assistant
Department:	Inpatient Unit
Reporting to:	Inpatient Unit Ward Manager
Role summary:	
The Volunteer Ward Assistant will enhance the patient experience and make the patients time in the ward as comfortable as possible. Under the supervision and guidance of the ward manager you will assist the staff with the key duties (as listed below) helping to improve our services for patients and their loved ones.	
Organisation summary	
Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life-limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our retail hub.	
Key duties & responsibilities	
The Volunteer Ward Assistant responsibilities will be based around the individual needs of the ward but could include some or all of the following activities: <ul style="list-style-type: none">• General tidying of locker/bed/table area• Assist ward staff with bed making• Awareness of any ward infection control procedures• Refresh patient's refuse bags• Assist in movement and cleaning of equipment from ward• Assist with restocking and tidying of cupboards• Assist ward clerk with clerical tasks e.g., photocopying, answering phone calls• Help to maintain up-to-date noticeboards• Assist with patient Surveys/Feedback• Assist with patient orientation of the ward	

- Assist staff to prepare patients for discharge home or inpatient treatment
- Assist in prevention of falls – encourage patients to wear slippers, etc
- Making refreshments for patients and clinicians
- Help serve food and beverages (not feeding)
- Other tasks as directed by the Ward Manager

Other Responsibilities:

- To undertake any other duties, commensurate with the role as required by the Hospice management.
- To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times.
- The post holder will be expected to maintain strict confidentiality at all times.
- The post holder will ensure that they are aware of and apply health and safety and fire precautions.
- The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.
- The post holder is to ensure data protection is maintained at all times.
- The post holder will be flexible in terms of working hours in order to meet service needs.

Person Specification

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Knowledge, Skills and Experience	Essential	<ul style="list-style-type: none">• Good verbal communication skills• Good listening skills• Good interpersonal skills and ability to establish relationships.• Compassionate• A desire to support patients
	Desirable	<ul style="list-style-type: none">• Experience of working in a caring environment• Knowledge of a hospice setting
Personal qualities	Essential	<ul style="list-style-type: none">• Courteous, respectful and helpful at all times• Positive and caring attitude• Enthusiastic• Passionate about delivering safe care• Reliable• Trustworthy• Adaptable• Committed to the work of Barnsley Hospice• Professional, friendly and approachable• Compassionate and authentic• Honest and trustworthy• Well-organised with a structured approach to work• Proactive approach with the ability to take the initiative• Reliable and able to follow instructions• Great team player and independent worker

	Desirable	
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