



ROLE PROFILE	
Job Title:	Volunteer Ward Assistant
Hours of Work:	Flexible – Monday -Sunday (AM & PM) Minimum hours – at least 2 hours a day
Base:	Barnsley Hospice, Gawber
Department:	In-patient Unit
Accountable To:	Inpatient Unit Ward Manager
Responsible For:	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.
Job Purpose:	The Volunteer Ward Assistant will enhance the patient experience and make the patients time in the ward as comfortable as possible.
<b>Main Duties &amp; Responsibilities:</b>	
<p>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:</p> <ol style="list-style-type: none"> <li>1. General tidying of locker/bed/table area</li> <li>2. Assist ward staff with bed making</li> <li>3. Awareness of any ward infection control procedures</li> <li>4. Refresh patient's refuse bags</li> <li>5. Assist in movement and cleaning of equipment from ward</li> <li>6. Assist with restocking and tidying of cupboards</li> <li>7. Assist ward clerk with clerical tasks e.g., photocopying, answering phone calls</li> <li>8. Help to maintain up-to-date noticeboards</li> <li>9. Assist with patient Surveys/Feedback</li> <li>10. Assist with patient orientation of the ward</li> <li>11. Assist staff to prepare patients for discharge home or inpatient treatment</li> <li>12. Assist in prevention of falls – encourage patients to wear slippers, etc</li> <li>13. Making refreshments for patients and clinicians</li> <li>14. Help serve food and beverages (not feeding)</li> <li>15. Other tasks as directed by the Ward Manager</li> </ol>	
<b>Other Responsibilities</b>	
<ol style="list-style-type: none"> <li>1. To undertake any other duties, commensurate with the role as required by the Hospice management.</li> </ol>	

2. To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times.
3. The post holder will be expected to maintain strict confidentiality at all times.
4. The post holder will ensure that they are aware of and apply health and safety and fire precautions.
5. The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.
6. The post holder is to ensure data protection is maintained at all times.
7. The post holder will be flexible in terms of working hours in order to meet service needs.
8. The post holder will support the Hospice as required, across the range of his/her duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the Hospice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.

**N.B - This role profile is not an exhaustive list but it shows many of the aspects to this role.**

<b>PERSON SPECIFICATION</b>
<b>Knowledge and educational achievements:</b>
1. Knowledge of a hospice setting <i>Desirable</i>
<b>Experience and work achievements:</b>
1. Experience of working in a caring environment <i>Desirable</i>
<b>Skills and abilities:</b>
<ol style="list-style-type: none"> <li>1. Good verbal communication skills</li> <li>2. Good listening skills</li> <li>3. Good interpersonal skills and ability to establish relationships.</li> <li>4. Compassionate</li> <li>5. A desire to support patients</li> </ol>
<b>Personal attributes:</b>
<ol style="list-style-type: none"> <li>1. Courteous, respectful and helpful at all times</li> <li>2. Positive and caring attitude</li> <li>3. Enthusiastic</li> <li>4. Passionate about delivering safe care</li> <li>5. Reliable</li> <li>6. Trustworthy</li> <li>7. Adaptable</li> <li>8. Committed to the work of Barnsley Hospice</li> </ol>