

Volunteer Role Profile

Volunteer Role	Patient Support volunteer - Mount Gould
Volunteer Manager	Voluntary Services & Elaine Nicholl
Where you will be based	Hospital

Why we want you

Mount Gould Hospital supports patients with their ongoing care and recovery. Working with staff on Skylark, Kingfisher and Wembury wards, this role ensures that patients have companionship and help with staying active, as well as acts of kindness to make everyone's day run that bit more smoothly.

Hospitals can be a frightening place for anyone and can cause agitation, distress and anxiety. Patient Support Volunteers help provide the patients with some much-needed company during the long days in hospital to prevent boredom and isolation. A friendly face and a cup of tea can make all the difference to many of our patients, particularly if friends or relatives are unable to visit every day.

As part of a patient's rehabilitation, volunteers can have the opportunity to be part of their recovery journey back to health. A patient's condition can deteriorate in hospital as they are unable to get up and about doing their regular activities. We need volunteers to help patients fulfil their exercise plans and get out and about in the hospital. Collecting survey data can also really help to improve patient experience, so volunteers will also be equipped with the tools to find out more from patients.

Staff also need support sometimes and may ask for other tasks to be carried out to help the ward run smoothly. You'll never be asked to do the work of paid staff and will only be tasked with things you feel comfortable with, but it all results in volunteers being part of the ward team.

What you will be doing

- Supporting patients with ward based activities including games, crafts, reading
- Replenishment of activity and communication boxes on wards
- Sitting with patients who may be alone, anxious or distressed, listening, talking with them and offering comfort
- Completion of inpatient surveys and record feedback from patients
- Making cups of tea
- Taking patients to the garden, chapel or café if physically able
- Helping patients to fulfil the exercises in their plans in collaboration with physio staff
- Assisting with exercises such as using beach balls and group exercises as

prescribed with physios

- Providing assistance at meal times for patients who are able to feed themselves (i.e. not feeding, just assisting with reaching cutlery, opening lids etc) and encouraging patients to eat around the dining table in the day room.
- Wiping down chairs and restock shelves
- Visiting local shop to buy newspapers for patients
- Some light garden maintenance
- Carrying out any other tasks that would be helpful to patients, visitors or staff

The skills you need

- Excellent communication skills – talking and listening to patients and staff – with a good standard of spoken English
- The ability to understand and comply with confidentiality requirements
- A professional and friendly demeanour
- Be committed to the role and attend regularly – be punctual and dependable
- Within the boundaries of your role, be self-motivated and pro-active without direct supervision
- The ability to know when and how to seek help – (guidance will be given)
- A reasonable level of fitness – you will need to be mobile during some of your shift

What's in it for you

- You'll meet new people
- You'll be able to keep fit and active and help as part of a team
- Gain an insight into patient care and rehabilitation
- The opportunity to help patient's recover in a positive way
- The opportunity to gain experience in patient care in a hospital environment
- You'll receive support and training from staff within the area
- Being part of University Hospitals Plymouth's #1BigTeam of volunteers and staff is a hugely rewarding experience
- There will be lots of ways to learn new skills with training on Deaf Awareness, Wellbeing, British Sign Language basics and plenty more
- The opportunity to achieve the National Volunteer Certificate