



**Volunteers**  
Happy to help

**NHS**

Lancashire Teaching  
Hospitals  
NHS Foundation Trust

## Things to know

### Location

Royal Preston Hospital or Chorley  
District Hospital

### Reports to

The Volunteer Manger/ Ward Manager

### Time Commitment

2 hours per week

### Checks Required

DBS

Occupational Health

References

### Expenses

Reimbursed travel to/ from location on  
day of volunteering

### Personal Requirements

- Confident when communicating with staff, patients & general public
- To display levels of empathy and understanding at all times
- Always smart and presentable and always wearing Trust ID badge
- To display and emulate the Trust Values
- Understand the importance to stay within the boundaries of the role description
- Act with integrity, sensitivity and understanding

## Ward Volunteers

### OUTLINE OF DUTIES

To provide friendly and compassionate support to patients who are on the wards and to assist the staff on the ward.

### MAIN TASKS

- Talk to patients on the wards
- Reassure patients who are anxious or nervous
- Serve beverages on the ward and support staff at meal times
- Restocking shelves and or trolleys
- To report any issues to a member of the nursing team
- To ensure patients confidentiality

### TRAINING AND SUPPORT

- Trust Mandatory Training- *to be refreshed every 3 years*
  - ✓ Fire safety
  - ✓ Health and Safety
  - ✓ Infection Control (Level 1)
  - ✓ Human Rights
  - ✓ Moving and Handling (level 1)

Ward volunteers will also have to complete some additional training due to the nature of the role:

- ✓ Dementia Awareness Training
- ✓ Information Governance Training
- Support will be provided by the volunteering department who will have regular catch up's to support your progress.

## BENEFITS TO VOLUNTEERS

	Opportunity to help/support patients during a difficult time
	Ongoing support and supervision sessions
	Making friends with other volunteers and meeting new people
	Awards in recognition of volunteering contribution
	Free parking
	All volunteers qualify for a Blue Light Discount Card- please ask for further details.

## PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures		
Excellent communication skills		
Ability to work as an individual and as part of a team		
Reliable and punctual		
Willingness to undertake training		
Experience of volunteering		
Experience of a healthcare setting		