

Job Title	Volunteer IPU Ward Assistant
Location	St Nicholas Hospice Care
Hours of Work	To be agreed
Reporting to:	Head of IPU

Purpose of Role & Service

To be a member of the Inpatient Unit team carrying out the role of volunteer assistant providing support to the team as appropriate, working under the supervision of nursing staff at all times.

Key Activities

- To keep the IPU tidy and clean e.g. making beds, empty bins, clean baths/showers, tidy away left items, assist with routine cleaning, equipment cleaning (labelling as I am Clean with a green sticker).
- Following infection control policy at all times, and look to report any issues with non IPC compliance to Facilities and Estates.
- Ensure the laundry room is clean and tidy. Ensure patients clothing is listed and/or marked as identifiable. Clean soiled linen/clothes as necessary. Return patients clothing to them after laundering.
- To care for flower arrangements including patients' flowers, this includes regular water changes.
- To offer assistance where needed for IPU patients, including assisting patients with meal ordering, feeding, and drinks (when trained to do so). Escalating any concerns to the Nursing team.
- To provide beverages to patients alongside the catering team/ nursing team as required, especially after meals, and ensure that their jugs of water are replenished regularly.
- To assist in serving patients' meals, removing trays, ensuring that trolleys, crockery, etc. are returned to the main kitchen, cleaned and packed away, and update patient diet and fluid monitoring sheets
- To ensure ward kitchen is clean and tidy at all times, to load/unload dishwasher, clean fridge/freezer, etc. Ensure staff fridge is regularly checked and cleaned (alongside nursing staff to check).
- To assist in maintaining stock levels e.g. laundry, restock the sluice and ensure these areas are tidy, items are in date, with storage of items off the floor. Ensure store room is tidy, with items off the floor.
- To act as a patient companion when required, or 1:1 (escalating when required, only if trained to do so).
- To ensure the comfort of patients throughout the day, and liaise with visitors to ensure all needs are met.
- To provide assistance to the Occupational Therapists in activities as required, also talking to patients, reading, games, walks in the garden, etc.
- To respect the patient /family/ friend's need for social interaction, or solitude, whilst they are on the IPU.
- If nursing staff are busy respond to patient call bells and if appropriate assist e.g. pass tissues, drinks, take the message to pass on to the nursing team etc. Where nursing assistance is needed e.g. toilet, re-positioning inform nursing staff. If emergency e.g. patient at risk of harm i.e. falling or suddenly unwell – summon help quickly i.e. use emergency call bell.
- To report any patient concerns to nursing staff without delay, ensuring then that this has been actioned.

- If nursing staff are busy, answer telephone do not give information, take message and name/number of caller and inform them staff will return call when able at earliest opportunity.
- To answer the main door, out of hours, using intercom on nurse's station when no ward receptionist and staff are busy.

Organisational Responsibilities

- To work within the policies of the hospice and act within Care Standards at all times.
- To uphold the hospice and individual team values and behaviours at all times.
- To ensure effective use of resources, and ensure escalation if you identify a resource issue.
- To participate in the hospice inductions, education, attend training courses and team meetings as required.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have links with the hospice.
- Generally to contribute towards ensuring a safe environment for all persons on the premises. Ensure ID is worn at all times.
- Because of the special nature of the hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care. You will be trained to fulfil any duty that is requested of you.

Volunteers are required to respond positively to all reasonable instructions given by Link Members or other members of hospice staff. While volunteer suggestions and opinions are always welcomed, the responsibility for operational and strategic decisions lies with the hospice management.

Personal Qualities

Attributes	Essential/Desirable	Qualification and training to be provided
Skills and Abilities	E –Clinical Care teamwork	Evidence in volunteer work performed
Knowledge and Experience	E - Experience of working within a confidential healthcare environment E- Completion of induction and eLearning for Health Mandatory Training	Evidenced in volunteer work performed To be carried out before autonomous in role.
Attitudes and Values	E - Good bedside manner E - Attention to detail, and use initiative to ensure patient safety and excellent quality of care delivery	Evidence in volunteer work performed

DBS – Due to regular contact with patients and / or confidential information this role requires a DBS check