

Volunteer Opportunities

Task Description

Volunteer Role: Patient Champion
Contact name: Nancy Whiskin
Contact details: 0207 377 7792 or 0208 535 6772
Service area: Barts Health NHS Trust

Vision: **Volunteers to support patients in wards increasing impact on patients' positive experience whilst in hospital**

Objective: Volunteers will support patients and ward staff with activities that add value and increase the quality of patient care

Length of Task: 6 months - flexible

Task Description

Volunteers are required to support patients by being their champion:

- They will ensure that there is always someone for a patient to have contact with if they need **reassurance**, a quick **chat** or something that they might need including drinks and food.
- **Hydration and nutrition** are very important for ensuring patients speedy recovery so being on hand to chat with patients during mealtimes for example and make their meal times comfortable e.g. ensuring they are able to access eating implements.
- Volunteers might also help to **distribute teas and coffees** as well as be on hand if there is an easy non-clinical task that a volunteer might be perform
- As part of the Patient Champion role you might also support patient discharge including encouraging the completion of the **Friends and Family** test cards ensuring patients are offered the opportunity to feedback their hospital experiences.

Person Specification

- Friendly and positive
- Good communication skills
- Ability to work in a team
- Compliant with requests from staff
- Able to uphold the Vision and Values of Bart's Health Trust
- Ability to actively listen
- To be respectful and understanding of different patients cultures, ethnic and minority backgrounds
- Creative and spontaneous to patients needs
- Objective and non-judgemental
- Comply with confidentiality and disclosure

Training

- Welcome Induction and Introduction to the Vision and Values of the Trust
- Fire Training
- Health and Safety
- Moving and Assisting
- Basic Food hygiene
- Confidentiality and Disclosure
- Safeguarding

Uniform

- Tabard or T-shirt and Identity badge to be worn at all times.

Benefits

An experience of being part of the largest health Trust in Europe, regular volunteers bulletin, social occasions, and reference provided in line with policy.

