

Patient Support

Willow Therapy Unit

Volunteer Role Description



Role

The purpose of this role is to provide companionship, company and support for patients during their stay at the Willow Therapy Unit as well as assisting the ward team with basic non-clinical, practical tasks.

Role purpose



Volunteers will spend time engaging with individual patients, providing companionship, an opportunity to socialise and the chance to feedback about their patient experience. Volunteers may also help with tasks such as gathering meal choices, sanitizing touch points and tidying non-clinical areas .

By carrying out the role , volunteers will contribute to positive outcomes for patients by helping them stay motivated, reducing isolation and building confidence as well as encouraging patients to get the most out of the therapeutic support provided by the Unit.



Time commitment

3 hours per week on an agreed day.



Location

The Birch Unit, Colman Hospital until opening of The Willow Therapy Unit, Norwich Community Hospital



Role Responsibilities

Activities you may be asked to carry out in this role :

- Spending time with individual patients, particularly those who are not currently receiving a visit from friends or family
- Supporting patients to access the garden area attached to the unit and the day area where they can socialize with other patients and volunteers
- Helping with tasks such as gathering meal choices, sanitizing touch points and tidying non-clinical areas



Our Responsibilities

You will be supported by your Volunteer Co-ordinator, who will also support you through your induction and provide ongoing support throughout your time as a volunteer.

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Volunteer profile

A Patient Support volunteer will be friendly, compassionate and enthusiastic about supporting the work of Voluntary Norfolk and NCH&C NHS Trust.

In addition, they will have / be:

1. A friendly and approachable manner.
2. A good command of verbal and written English
3. A commitment to undertake training appropriate to the role
4. A good understanding of the importance of confidentiality
5. Good communication and interpersonal skills
6. Ability to work with the technical requirements of the role
7. A flexible approach and attitude
8. Punctual, trustworthy and reliable
9. Responsible, mature and honest
10. Non judgemental
11. Willing to treat all patients, relatives, staff and other volunteers with consideration, politeness, dignity and respect
12. Able to deal with patients who may be angry or upset
13. Able to work within the guidelines
14. Able to accept appropriate supervision and guidance from staff

Registration and training

All volunteers will need to go through a Standard DBS check and provide two appropriate character references. All volunteers will have attended the Volunteers' Induction session.

Your volunteer induction will give you all the information you need to feel confident to volunteer with us, and in addition you will attend a site induction session specifically to learn about the practicalities of volunteering in this specific role.

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Expenses information

We do reimburse volunteers for any reasonable expenses, mainly travel expenses, for roles which involve attending an NCH&C site.



Training

All volunteers must complete some training before they can start to volunteer. This will involve an in-person induction session (accommodations can be made for volunteers that cannot attend in-person sessions, due to the nature of the role).



Further Information on the role

For further information on this role, please contact Volunteering@nchc.nhs.uk

How to apply

To apply for the volunteer role please complete our [online registration form through the MyImpactPage](#).

This role description is not intended to be a legally binding document, and it applies for the duration of your volunteering time with Voluntary Norfolk / NCH&C Volunteer Service. No volunteering will substitute a paid member of staff.