

Volunteer Role

Role:	Chaplaincy Ward Volunteer
Location:	Musgrove Park Hospital
Reports to:	The Chaplaincy Team
Accountable to:	Lead Chaplain

Outline of Duties:

This role is to support the Chaplaincy Team. Ward Visiting Volunteers will attend designated wards to offer support and listening ear to patients, relatives and staff weekly basis. Chaplaincy Volunteers will report to the Team Chaplain who will organise relevant training.

Main tasks:

- Demonstrate attentive listening skills to patients and their relatives
- Using discretion in the handling of compassionate conversations with people who may be anxious, angry, distressed or bereaved
- Carrying out general visiting as well as following up specific referrals
- Providing our patients and their relatives with appropriate spiritual and religious care
- Updating and contributing to chaplaincy patient records to facilitate continuity of care by team members
- To be able to handle refusals of Chaplaincy Team visits graciously
- To follow guidance and direction by staff on the Ward

Training:

- Attendance at the Chaplaincy Team's volunteers training course is essential for visiting and ministry teams
- It is advisable for all positions to gain full understanding of context, in which volunteering, regardless of previous experience
- Volunteers will carry out a shadowing role to gain sufficient experience to then work on own, if required

- All Chaplaincy Volunteers will attend the Trust's induction session to gain an understanding of the Trust's values
- Local induction will take place with Chaplaincy Team to cover infection control, patient confidentiality, fire evacuation, moving and handling, record keeping
- Additional training will be provided, as required
- Disclosure and barring clearance is essential for all Volunteers
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Important Notes:

- Maintenance of confidentiality is essential in this role and is explained in Musgrove Park Hospital Confidentiality form signed by all volunteers
- The volunteer will be reliable in terms of availability offered and should try to give reasonable notice of non-availability
- The volunteer should not handle any monies or accept expensive gifts. If small gifts are offered, please inform the Ward Sister
- The Volunteer must maintain a high standard of personal hygiene and awareness of strict infection control procedures
- The volunteer will not undertake any duties that include physical care, i.e. assisting in lifting service users
- The volunteer will not undertake any duties that have not been previously agreed