



VOLUNTEER ROLE DESCRIPTION

VOLUNTEER ROLE TITLE: Ward Helper Volunteer (flexible)

VOLUNTEER LINK: Clinical Volunteering Coordinator

Aim: To provide a friendly and efficient food and drinks service to patients, enabling nursing staff to focus on care duties.

Hours: This is a flexible role, with a variety of days and times available each week:

Morning coffee on Mondays (10:00-11:30), lunch Monday-Friday (12:15-13:45) and afternoon tea on Tuesdays and Wednesdays (14:00-15:30).

Main Tasks:

- **Working alongside catering staff via the Main Kitchen to maintain supplies, prepare refreshments, collecting and washing (dishwasher) used plates, utensils etc.**
- **Serving food / drink / refreshments to patients and families and using trolleys**
- **Ensuring Ward Kitchen is clean and tidy at the end of each service, resetting trolley for next volunteers.**
- **Liaising with nurses where appropriate**
- **Providing a friendly presence for patients and their families – primarily listening and informal companionship, undertaking small tasks if appropriate**

Personal Qualities:

- **Comfortable working in a patient-facing environment**
- **Able to work independently and as part of a busy team and environment**
- **Able to maintain confidentiality at all times**
- **Please note the role primarily involves physical activity, though regular breaks are available and reasonable adjustments can be discussed as required.**
- **Ability to model our values: [St Oswald's Hospice | Our Values Standards Of Behaviour \(stoswaldsuk.org\)](https://stoswaldsuk.org)**

Essential Processes/ Training (Internal Info):



**St Oswald's
Hospice**

- **DBS check** (*ENHANCED CHILDREN & ADULTS*)
- **Mandatory Training** (*NON CLINICAL*)