

Volunteer Role Description Form

Guidance for managers completing this form:



When you have **identified a suitable volunteering role for someone**, you will need to complete this “Volunteer Role Description Form” and check that the prospective volunteer agrees on the details.



Volunteer applications are processed through CWP’s “TRAC” recruitment system: it uses the role title as the starting point for each application. **If we don’t receive the role description and line manager details first, we cannot start the application process.**



Please return all completed forms to the Patient and Carer Experience (PACE) Team either by email or by post.



Volunteer Role Details

Name of volunteer	
Title of volunteering role	Befriending Volunteer
Days or hours agreed	To be agreed
Volunteer managed by / accountable to:	Gill Thompson Lead Occupational Therapist
Name of staff member who will supervise volunteer:	Gill Thompson Lead Occupational Therapist
Service / Team the person will be volunteering with:	Mental Health Rehab Unit, Bowmere Hospital
Volunteer will be based at (location)	Maple and Rosewood Wards, Bowmere Hospital



Volunteer Role Description

Purpose of Volunteering Role – brief summary / overview

- The Befriending Volunteer will support service users on the rehabilitation wards both in the hospital and where appropriate outside in the community.
- They will see a small number of individuals assigned to them by the ward team to access social activities with that service user.

Task Outline – details of what the role involves

- Encourage the social interaction of the in-patients: this may include spending time talking with them, having a cup of tea together, carrying out an activity together, or any other appropriate social activity.
- Join that service user in any occupational or ward activities suitable that the service user wishes to attend – such as board games, gardening, or art – to encourage social interaction and reduce feelings of isolation or loneliness for them.
- If asked by the service user, and the ward team feel it is appropriate, they may also be asked if they are able to support the service user in their meetings with the multi-disciplinary teams inside the hospital, and maybe any official appointments outside of the hospital e.g. going to the dentist.

Essential skills required for the role

This role requires the volunteer to:

- Be friendly and approachable, with excellent interpersonal skills.
- Enjoy conversation with others, and be able to communicate with a wide range of people.
- Have an interest in social interaction and possess good listening skills.
- Have a patient and caring disposition.
- Have an interest in secondary care mental health services and recovery.
- Understand the importance of confidentiality and work within the guidelines and procedures of the ward area.

Training required for the role

The post holder will be required to complete all Trust mandatory training and any additional training which is appropriate for the role:



Please note!



Volunteers **are not permitted to have access to CareNotes**, or any other form of patient records.



Volunteers **must not assist with the administration of medication** or handling of prescriptions, or with the moving or handling of patients.

Volunteers can only accompany service users off the wards for any reason if a member of the nursing or occupational therapy staff has agreed this and a risk assessment of that activity has been completed.

Please return completed forms (by post or email) to:

Patient and Carer Experience Team Manager / Voluntary Services Lead
Cheshire and Wirral Partnership NHS Foundation Trust,
Trust Board Offices, Redesmere,
Liverpool Rd, Chester CH2 1BQ.

Email: cwp.volunteering@nhs.net