

Patient and Parent Support Volunteer role description

The purpose of this role is to provide generic one to one support for patients and parents in a non clinical, but supportive manner. The role, supervised by the ward sister, will be 'roaming' on a dedicated ward and the volunteer will be assigned to patients and parents that need additional emotional and practical support.

Time commitment:

Minimum one four hour session per week. Shifts are usually either Monday – Friday 10am to 6pm, although this may be flexible and Saturday and Sunday 11am to 5pm.

Key tasks:

- Escorting patients to theatre (as an extra pair of hands)
- Cradling babies
- Reading/ talking to/ entertaining patients
- Escorting parents/carers and siblings to various locations in GOSH (eg chapel, washing facilities, accommodation office, restaurant/cafe)
- Escorting/supporting parents to theatre, mortuary
- Demonstrating Patient Bedside Entertainment/Education system (PBEE)
- Assisting with meal menus
- Assisting with patient/parent surveys
- Providing new parents with Welcome to Great Ormond Street Hospital (GOSH) booklet (Essentials)
- Providing new parents with information on how to access various support services

Desired skills and experience:

- Sensitive and tactful nature
- Emotionally mature
- Understanding of loss and bereavement issues
- Experience of working with young people/children
- Listening skills
- Compassion
- Reliable and trustworthy
- Ability to approach parents/confident
- Understanding of (ability to learn) personal/professional boundaries

We will provide:

- Supervision and support from a dedicated member of staff at GOSH
- Induction to GOSH
- Specific training for the role
- Local induction to the ward or department
- On-going up-dates and information
- Reimbursement of travel expenses (maximum of zone 6 return journey)
- A meal allowance of £2.50
- References can be provided after six months of volunteering