

## Same Day Admissions Ward Support (Puffin Ward) 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 the wards and the volunteer will be assigned to patients and parents that need additional emotional and practical support. The role will work closely with reception staff to help manage flow of patients, attending to the needs of patients and families. The role will also work closely with the Play Specialist to ensure that patients about to have a procedure are supported.

### Time Commitment:

Minimum one four hour session per week. Shifts are usually Monday–Friday 8am–10.30pm and 12–4pm.

### Key Tasks:

- Assisting nursing staff with any non-clinical duties deemed appropriate
- Reading/ talking to/ entertaining patients
- Escorting/supporting parents to cubicles and to theatre
- Escorting parents/carers and siblings to various locations in GOSH (eg parent room, chapel, accommodation office, restaurant/café)
- Assisting with patient/parent surveys
- Providing new parents with Welcome to GOSH booklet (Essentials)
- Providing new parents with information on how Puffin and Woodpecker wards / GOSH works and what support services exist and how to access them.

### 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
- Must be well presented and have a positive attitude.

### 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