

## Mealtimes Facilitator

### Volunteer role description

The purpose of this role is to support the hospital's provision of the meal service for children and young people, support the provision of good nutritional care at Great Ormond Street Hospital (GOSH) and its protected mealtimes principles. The mealtimes facilitator will be supervised by the ward sister or nurse in charge and work operationally alongside either the housekeeper or other team member serving the meal on a dedicated ward. The mealtimes facilitator role might be a standalone role or aspects of this description might fall within another volunteer role. Mealtimes facilitators will not be responsible for feeding children as many children have very specialist needs and requirements surrounding their food and mealtimes.

**Time commitment:**

Minimum of one 1.5 hour session per week. Shifts are usually either Monday to Sunday, 12pm – 1.30pm and 4.00pm – 5.30pm.

**Key tasks:**

Assisting at mealtimes with guidance from nursing staff/housekeepers and in partnership with parents and carers activities may include:

- To assist with preparing patients for mealtimes, e.g. tidying tables, offering hand wipes or hand washing facilities
- To assist ward staff with meal service and handing out food trays once food is plated by housekeeper/HCA/nurse
- To socialise with patients and parents at ward level, giving encouragement with food and hydration
- To encourage social eating opportunities as developed by ward teams, e.g. eating opportunities in the playroom, opportunities to eat as a family
- Serving beverages providing fresh drinks and refilling water jugs in liaison with nursing staff
- Collecting used trays and reporting to nursing team when patients have not managed to eat their food
- Assisting with meal menus
- Assisting with patient/parent mealtimes surveys
- Assist with protected mealtimes ward audits, publicity and awareness

**Desired skills and experience:**

- Sensitive and tactful nature
- Emotionally mature
- Experience of working with young people/children
- Listening skills
- 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 - food hygiene Introduction training
- Local induction to the ward or department
- On-going up-dates and information
- Reimbursement of travel expenses (up to a maximum of zone 6 return journey)
- A meal allowance of £2.50
- References can be provided after six months of volunteering