

Craft Station Volunteer role description

Under the guidance of the Go Create! staff members and dedicated outpatient staff, the Craft Station volunteers provide a creative and interactive environment with arts and craft activities for patients and their siblings in the outpatient areas. The activities offer an opportunity for patients and families to engage in developmentally appropriate activities while providing an opportunity for socialising. It also allows freedom of choice, fosters creativity, diverts patients from stress and worry, and normalises their environment.

Background to project

Following a successful bid to Great Ormond Street Hospital Children's Charity for quality improvements in outpatients, the department has been awarded funding for the above project. This recent investment was part of a bid to increase the outreach programmes into outpatients and improve the patient and family experience of attending the department. The plan to introduce this element to the service was in response to patient feedback, reviewing datix incidences, IPSO Mori Survey 2014, and Patient Advice and Liaison (PALs) queries.

The department has expanded its services to meet the increasing number of children we see and the demand for outpatients services.

As a department we are based at two sites across the hospital. We see high volumes of patients on a daily basis (up to 700 children daily). Children are often seen by more than one consultant or specialist team.

We are open Monday to Friday 8.30am to 6.30pm and are commencing regular Saturday working on the main hospital site in the future.

There are a variety of different patient pathways. The models and styles of clinics are tailored to the child's needs.

These include:

- Transition Clinics for young patients, held in the afternoons.
- Metabolic Clinics which involves working with the families' and cooking with the children to teach and engage them about their dietary treatment.
- Some patients are 'frequent flyers' and regular returners. Some children are reviewed and admitted to the ward for patient care. While others are transferred from the wards for outpatients follow ups and local team support.

Children are essentially well but can become quite ill due to their underlying conditions so there are potential clinical emergencies within the department along with daily operational issue of running a large department.

The department has purchased and equipped two craft station trollies, that will reach children across the outpatients department. The idea for the trollies was inspired by a GOSH visit to the Science and Natural History museums, where as well as providing activities, they prompted discussions and interactive conversations.

The craft trollies will be staffed by volunteers, preferably two per trolley, and supplement the Go Create! programme of arts events. This will allow us to engage, and interact with children and if there is a wait, to help manage that time in a positive way and improve their outpatient experience. The children can show their completed craft work to their nurse and doctor or they might like to take it home to show their family or teacher.

This is a new and exciting opportunity to work with children and their families in outpatients.

Time commitment:

Minimum of one four-hour session per week. The service would cover five days a week, Monday to Friday, between 9.30am and 12.30pm for the morning session and 1.30 and 4.30pm for the afternoon session.

Key tasks:

- To provide creative and fun arts and crafts activities using the craft stations in outpatients areas
- To go where there is need and respond to request for activities from outpatients staff
- To liaise with Go Create! over other scheduled activities in outpatients to ensure there is equity of access and avoid 'double bookings'
- To be guided by Go Create! staff on appropriate arts and crafts activities with the craft station carts for patients and their siblings
- To develop and manage age-appropriate activities for a 'drop-in' context.
- Helping to maintain a clean and safe environment in which children can be creative.
- Setting up and tidying, cleaning, locking away craft stations and equipment.
- Stocktaking and ordering of arts materials for the trollies and liaison with outpatients team over budgets.
- Monitor the working environment and all visitors ensuring appropriate usage of equipment.
- Supervising, instructing, encouraging and interacting with patients and siblings as they participate in craft activities.
- Alert nursing staff to any issues of concern.

Desired skills and experience:

- Experience of working with young people/children (including babysitting, volunteering).
- Arts and crafts experience – ability to be creative with materials and lead appropriate activities using a range of arts techniques.
- Participatory arts or arts education experience.
- Awareness of arts in health and cultural policy.
- Listening skills.

- Sensitive and tactful nature.
- Emotionally mature.
- Compassion.
- Reliable and trustworthy.
- Understanding of (ability to learn) personal and professional boundaries.

We will provide:

- Supervision and support from a dedicated member of staff at GOSH.
- Induction to GOSH.
- Specific training for the role.
- Training and support from Go Create! in arts and health activities.
- Suggested activities and resources.
- 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.