

# Patient Activities Volunteer: Neuro Rehab

## Role Description



HELPING CHARING CROSS  
HOSPITAL DO MORE

### Purpose of the role:

To improve patients leisure activity time during weekends. To help enrich and improve their hospital experience to assist with their rehabilitation.

### Skills/experience required:

- Interest and/or experience of working with people with neurological conditions
- Empathy with the ability to listen and observe
- A friendly and enthusiastic approach and the ability to work well with others as well as use own initiative where required
- Excellent communication and interpersonal skills
- Ability to follow instructions
- Interest in creative activities such as art and music is desirable

### Key tasks:

- To set up and run activities i.e. music groups, art groups, film groups etc.
- Talk to patients and discuss current affairs or topical news events
- Play board or card games with patients
- Read to patients
- Take patients to the coffee/ hospital shop
- Encourage patients to interact with each other in a group setting
- Engage patients in other leisure activities of their choosing

### Time commitment:

Saturday or Sunday mornings, approximately 11:00 - 13:00, for a minimum of two sessions per month. Ideally we are looking for volunteers who can commit to at least six months initially.

Main NHS Trust Staff Contacts:  
Allan Soares, Rehabilitation Assistant  
Lucinda Campbell-Jackson, Senior Physiotherapist

### Location:

Charing Cross Hospital, W6 8RF

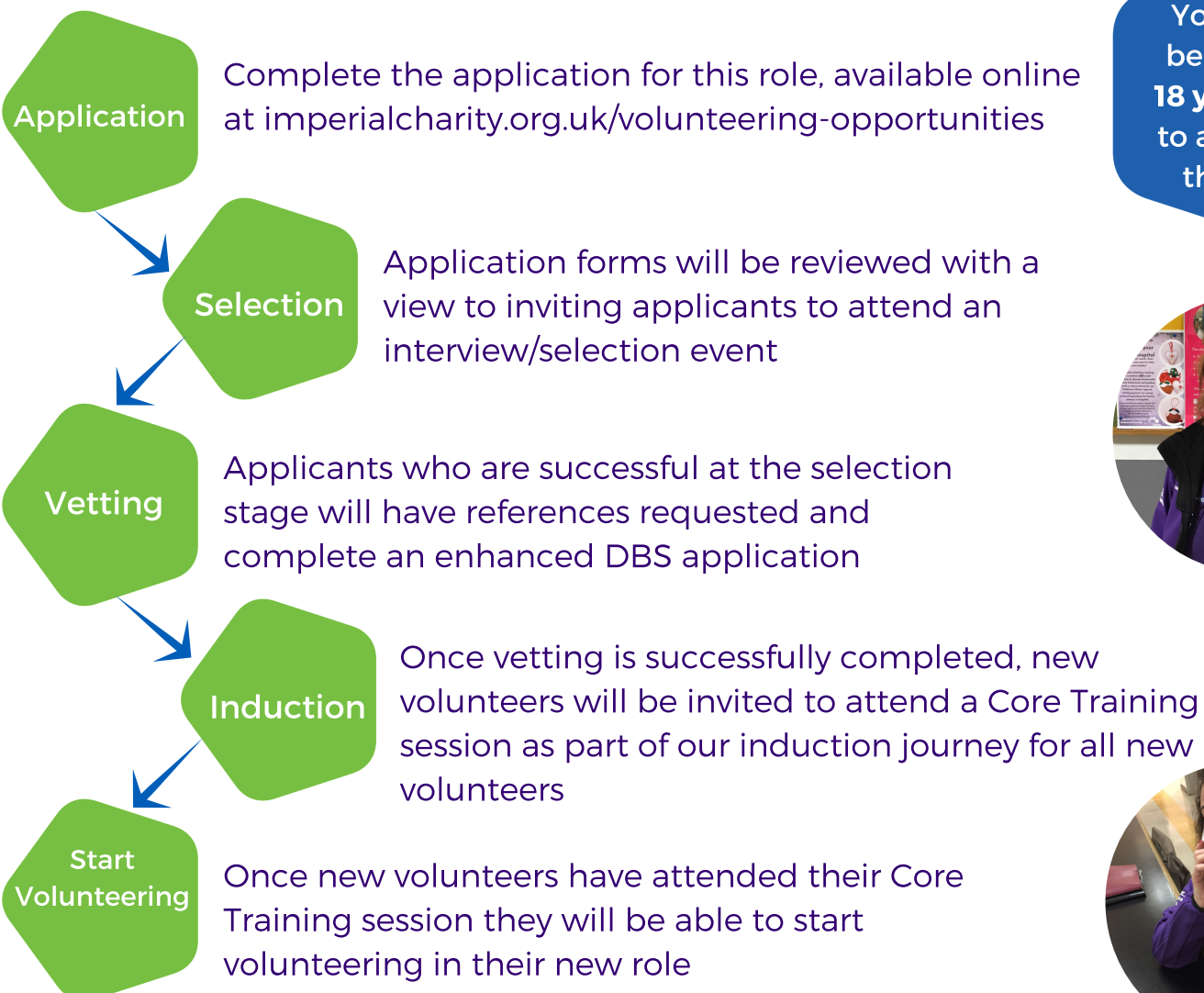
Apply online at: [www.imperialcharity.org.uk/volunteering](http://www.imperialcharity.org.uk/volunteering)  
Deadline for applications: Monday 30th April 2018

## About the Neurological Rehabilitation Unit on ward 9 West Charing Cross Hospital

Our specialist neurological rehabilitation service offers assessments, recommendations and goal-orientated rehabilitation for people who experience difficulties managing life as a result of a neurological illness or life-changing injury. This service is fully integrated with community services and offers intensive, tailored rehabilitation programmes and specialist management for patients.

The Therapy team deliver timetabled therapy sessions throughout the week.

### The Volunteer Appointment Journey For This Role



You must  
be at least  
**18 years old**  
to apply for  
this role



# Our expectations for volunteers



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## What you can expect from Imperial Health Charity as a volunteer:

- A named member of staff as a main point of contact who will support you, manage your tasks, answer questions and provide help when you need it
- Regular contact and support from staff within the Volunteering Department, including a dedicated Volunteering Manager based at your main hospital site (which would include contact from us if you are absent from your role)
- An official volunteer uniform to wear whilst volunteering
- Core Training and ongoing role-specific guidance, support and training
- Refresher training courses and additional training opportunities, along with insurance cover to ensure you have a quality, safe and happy experience volunteering with us
- An opportunity to feed back about your experience volunteering with us
- To be treated equally and without discrimination
- For any issues, problems or concerns you face whilst volunteering to be addressed and resolved fairly
- Recognition for your contribution as a volunteer
- Reimbursement of out of pocket expenses, in accordance with our volunteer expenses policy
- Opportunities to socialise and meet other volunteers and staff

## What we expect from our volunteers:

- Support Imperial Health Charity, our hospitals and our partners by carrying out your volunteer role to the best of your ability within the boundaries of the Role Description, organisational policies and training
- Complete a Core Training session and any other training including regular updates as requested
- Successfully complete required vetting checks (including DBS disclosure where required), and inform us if anything in your circumstances changes that might affect having a satisfactory DBS disclosure
- Contribute to and share in the success of the team you volunteer with as well as the wider team of Imperial Health Charity volunteers
- Provide excellent customer service and strive to ensure that every patient or visitor has the best possible experience with us
- Recognise the importance of our patients, donors and NHS staff in supporting the work of the charity
- Wear your volunteer uniform and provided form of identification whilst volunteering and ensure you are presentable at all times, following any location-specific dress code as required
- Sign in and out each time you volunteer according to the routine for your location and keep us informed if your circumstances change
- Uphold Health and Safety by following our policies, procedures and standards
- Ensure all activities you undertake as a volunteer do not risk bringing the NHS Trust, Imperial Health Charity or our partners into disrepute
- Be a positive representative of Imperial Health Charity, be accountable for your actions and accept constructive feedback, at all times
- Meet time commitments and standards agreed, and where possible give reasonable notice when unavailable, so other arrangements can be made

## What we offer for volunteering with us:

- A full day's Core induction training to equip you for the hospital environment
- Training specifically for this role to help you interact with patients and staff
- A volunteer uniform and identification
- Recognition for your time spent volunteering through our length of service awards and thank you events
- Out of pocket expenses for travel and refreshments
- Regular communications including a quarterly printed Volunteering Newsletter

### Next Steps

- 1. Apply online using the application form at:  
[www.imperialcharity.org.uk/volunteering](http://www.imperialcharity.org.uk/volunteering) by Monday 30th April 2018**
- 2. Save the date for the selection and interview event: Saturday 5th May 2018**
- 3. Sit back and relax, you will hear back from us within a few days of the deadline**



[volunteering@imperialcharity.org.uk](mailto:volunteering@imperialcharity.org.uk)



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OUR HOSPITALS  
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