

Patient Activities Volunteer

Volunteer Role
Description



HELPING HAMMERSMITH
HOSPITAL DO MORE

Purpose of the role:

To provide patients with activities and companionship whilst receiving dialysis treatment.

Encouraging patient engagement in an activity of their choosing is known to have a positive impact on their wellbeing and experience while in hospital.

Key tasks:

- Spend time with patients undergoing renal dialysis to help enhance their experience on a one-to-one and small group setting doing some of the following activities:
 - Drawing
 - Painting
 - Craft making
 - Talk to patients/ discuss current affairs/topical news events
 - Play board/cards games with patients
 - Read to patients
 - Engage patients in other appropriate leisure activities of their choosing

Skills/experience required:

- A friendly, positive and approachable manner
- Excellent communication and interpersonal skills
- Ability to be empathetic, patient and have a calm disposition
- Ability to work well within a diverse team
- Ability to follow instructions and be flexible
- Ability to act on own initiative within set boundaries
- Interest in creative activities is desirable but not essential

Location of role:

Auchi Acute Dialysis Unit,
Hammersmith Hospital,
East Acton, W12 0HS

Time commitment:

Ideally we are looking for individuals who can volunteer for at least two hours on a set day Monday - Saturday either weekly or fortnightly.

We ask volunteers to commit to a minimum of six months with us initially.

Apply online at: www.imperialcharity.org.uk/volunteering
Deadline for applications: Monday 9th April 2018

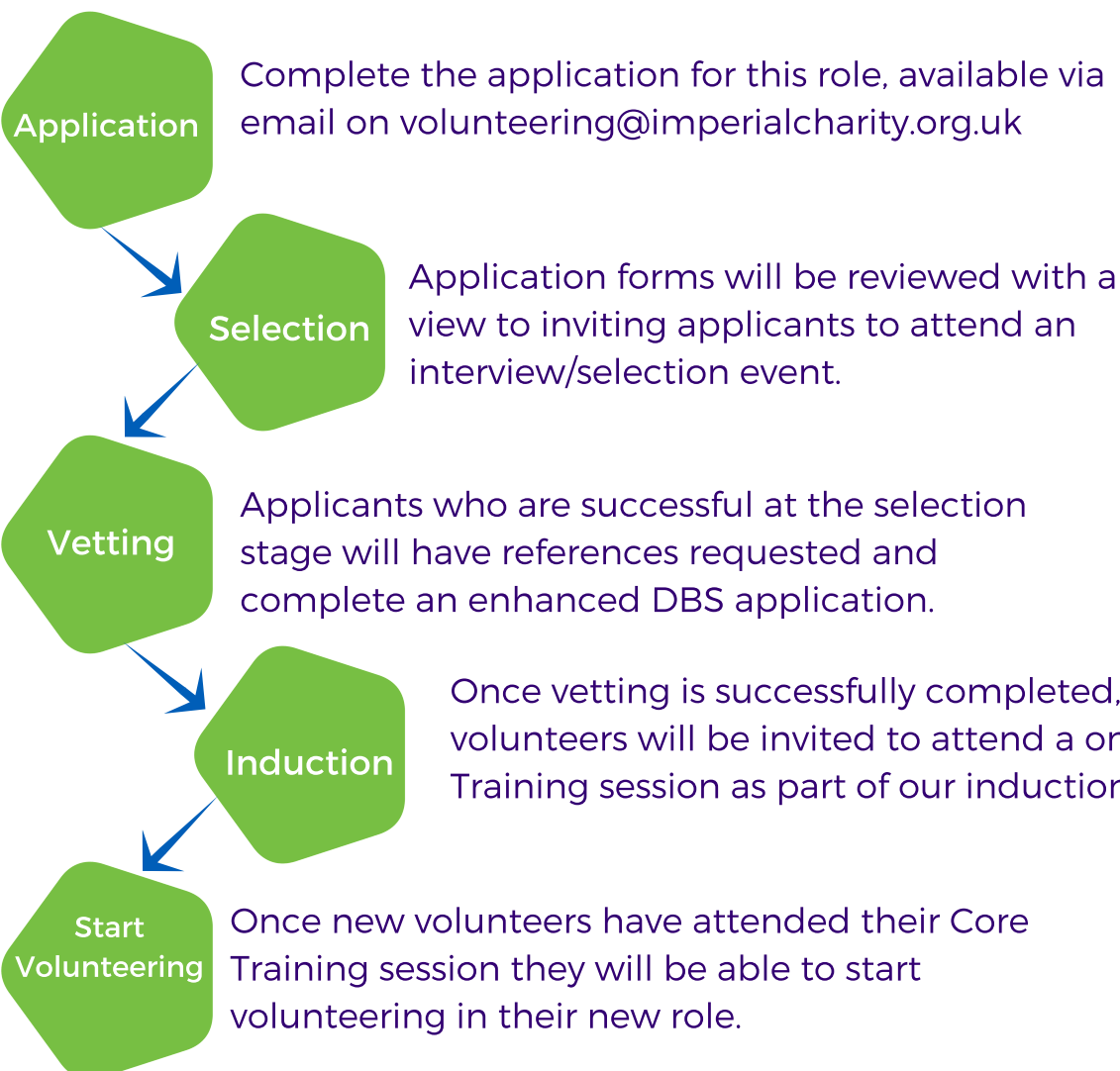
About the Auchi Acute Dialysis Unit:

Dialysis is a treatment provided to people whose kidneys are no longer working. During the treatment the waste products (toxins) and excess fluid that your kidneys would normally get rid of are removed by dialysis.

Dialysis treatment is typically required three times per week for a duration of three to four hours.

The Auchi Acute Dialysis Unit sees 150 patients three times a 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 staff member main contact who will manage your tasks, answer your questions and provide help when you need it
- Regular contact and support from staff within the Volunteering Department
- An official volunteer uniform and/or name badge (depending on your role) to wear whilst volunteering
- A full day core training session and ongoing role-specific guidance, and support throughout the Induction journey
- Training and insurance cover to ensure you have a safe and happy experience volunteering with us
- An opportunity to feed back about your experience volunteering with us
- Recognition for your contribution as a volunteer
- Expenses where eligible, in accordance with our volunteer expenses policy
- Regular communications including a quarterly printed Volunteering Newsletter

What we expect from our volunteers:

- Support Imperial Health Charity, our hospitals and our partners in our work and carry out your volunteer role to the best of your ability in line with our policies, instructions and training
- Complete your volunteer induction journey within your first three months in the role
- Successfully complete required vetting checks (including DBS disclosure where required)
- Contribute to and share in the success of the team you are based in and the wider team of volunteers across the Trust
- 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 identification badge and uniform (depending on your role) whilst volunteering and ensure you are presentable at all times, following any location-specific dress code as required
- For health and safety reasons sign in and out each time you volunteer according to the routine for your location
- Support our policies, procedures and standards as outlined in our volunteer agreement
- Ensure all activities you undertake as a volunteer for us achieve the charitable aims and objectives and do not risk bringing the Charity or the Trust into disrepute
- At all times be positive, accountable and accept constructive feedback
- Meet time commitments and standards agreed, and 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 by Monday 9th April 2018

2. Save the date for the selection and interview event: Wednesday 18th April 2018 at Hammersmith Hospital

3. Our Volunteering Manager will give you a call soon after we receive your application to answer any questions you may have

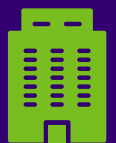
4. Sit back and relax, you will receive confirmation of next steps within a few days of the deadline



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