

# Volunteer Role Profile



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

Volunteer Role

**Patient Engagement Volunteer Adult Mental Health**

Volunteer Manager

**Voluntary Services Team**

Where you will be based

**Other**

## Why we want you

We are looking for volunteers to support in a befriending and activity capacity to residents in the common areas on the wards of Adult Mental Health Services in Hafan Y Coed and Llanfair Unit, University Hospital Llandough or the Community Rehabilitation Houses.

## What you will be doing

- Assisting staff with structured activity sessions
- Engaging in conversation to help alleviate boredom
- Delivering games/quizzes/activities in groups in the common areas
- Supporting residents to take part in 1-1 activities such as board games, arts and crafts
- Accompany residents of HYC to common areas within the ward or outside of the ward to attend Activity Team organised sessions or the Cwtch, if requested and risk assessed by members of staff
- Providing feedback to staff on behalf of residents
- Informing staff if a resident appears unwell or distressed
- Treating all residents with dignity and respect, show empathy and be pleasant and amenable

## The skills you need

- To have excellent listening skills and be non-judgemental
- To be confident when communicating with service users, visitors, staff and general members of the public
- To be enthusiastic about the aims and work of Cardiff & Vale UHB
- To display levels of empathy and understanding at all times
- To recognise when to refer issues and questions to UHB staff
- Ability to work on own initiative and as part of a team

## What's in it for you

- Experience of team working
- Satisfaction of assisting others and providing an invaluable volunteer service to the Health Board and Community
- An opportunity to develop personal skills and experience
- An opportunity to develop knowledge about communication difficulties

## Disclaimer

This role is not appropriate for those with lived experience of the mental health wards.