

Volunteer Role Profile



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

Volunteer Role

Patient Befriender Volunteer

Volunteer Manager

Voluntary Services Team

Where you will be based

Hospital

Why we want you

We need volunteers to befriend patients on our wards, treating all patients with dignity and respect. Befriender Volunteers interact with patients who may feel lonely, anxious, nervous, isolated or bored, spending time at the bedside or in the day room, engaging in conversation or activities.

What you will be doing

- Spending time with patients in general conversation and listening.
- Assisting staff with activity sessions, which could include arts and crafts, social games and seasonal activities.
- Assisting with providing hot or cold drinks as and when requested by staff outside of the scheduled drink services.
- Providing a reading/writing service where appropriate.
- Facilitating one to one activities with patients such as cards and puzzles.
- Enjoying digital reminiscence tools with patients.
- Undertaking virtual visiting calls.

The skills you need

- Understanding the importance of confidentiality and following procedures.
- Experience of working in a health care setting (desirable).
- Excellent communication skills.
- Ability to speak Welsh (desirable).
- Ability to work on own initiative and as part of a team.
- Reliable and punctual.
- Enthusiastic and outgoing.
- Experience of volunteering (desirable).
- Willingness to undertake training.
- Available to volunteer for a minimum of 2 hours a week during weekdays.

What's in it for you

- Gain experience of team working.
- Satisfaction of assisting others and providing an invaluable service to the Health Board and community.
- An opportunity to develop personal skills and experience.
- An opportunity to develop communication skills further.
- An opportunity to develop knowledge about communication difficulties.

- Reference on request (only available once you have volunteered for six months).

Disclaimer

Volunteers will need to be available for a minimum of 2 hours per week (Monday-Friday) and be able to commit to at least 6 months volunteering with us.

You need to be 16 years old or above to volunteer within this role.

You will need adhere to all current Covid-19 specific Health Board health and safety guidance, training, testing and individual risk assessment.