

Volunteer Role Profile



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

Volunteer Role

Activities Team Volunteer Adult Mental Health

Volunteer Manager

Voluntary Services Team

Where you will be based

Hospital

Why we want you

We are looking for volunteers to support the Activities Team with structured activities within Hafan-y-Coed mental health unit. These could include helping patients to engage in: art groups; music groups; playing board games; seasonal activities.

What you will be doing

- Treating all patients with dignity, show empathy and be pleasant and amenable
- Supporting patients to engage in activities sessions facilitated by the activities team by prompting and providing reassurance and guidance
- To contribute to and enrich the existing service by using their personal skills and interests to help paid staff to develop new activities
- To talk to patients within a patient focused environment
- To support paid staff to provide ad-hoc ward based activities within Hafan-y-Coed
- Engaging patients in general conversation

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 display levels of empathy and understanding at all times
- To recognise when to refer issues and questions to UHB staff
- Willingness to undertake training

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 communication skills further
- An opportunity to develop knowledge about communication difficulties

Disclaimer

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