

Volunteer Specified Role

Volunteer Area:	Chaplaincy
Reports to:	Chaplains
Responsible to:	Volunteer Coordinator Chaplaincy Coordinator

VOLUNTEER ROLE PURPOSE

To support the Chaplaincy team by attending designated wards to offer support and a listening ear to patients, relatives and staff on a regular basis, in accordance with University Hospitals of North Midlands NHS Trust Policy on working with volunteers (HR05) and the Chaplaincy Handbook.

MAIN DUTIES AND RESPONSIBILITIES

- Demonstrate attentive listening skills to patients and their relatives
- Using discretion in the handling of compassionate conversations with people who may be anxious, angry, distressed or bereaved
- Carry out general visiting on site as well as following up specific referrals as directed by the Chaplaincy Team
- Provide our patients and their relatives with appropriate spiritual and religious care
- Assist with taking patients to services in the prayer/chaplaincy centre
- To be able to handle refusals of Chaplaincy Team visits graciously
- To follow guidance and direction by staff on the ward
- Maintain a high standard of personal hygiene and awareness of strict infection control procedures

TRAINING

- All Volunteers will attend the Trust's Induction session to gain an understanding of the Trust's values
- Comply with the Trust's Statutory and Mandatory Training Policy (HR53)
- All volunteers will participate in the Chaplaincy Team's volunteers training, regardless of previous experience
- Local induction will take place with the Chaplaincy Team to cover infection control, patient confidentiality, data protection, fire evacuation and record keeping all in accordance with University Hospitals of North Midlands NHS Trust Policy on working with volunteers (HR05).
- Volunteers will carry out a shadowing role to gain sufficient experience to then work on own, if required
- Additional training will be provided as required

RESTRICTIONS

- **Do not** administer food, drinks or medication to patients.
- **Do not** engage in hands on contact with patients.
- **Do not** observe or engage in any type of patient treatment such as bathing, toileting or clinical activities.
- **Do not** undertake any duties that have not been previously agreed by the Volunteer Co-Ordinator or Chaplains.

PERSON SPECIFICATION

VOLUNTEER ROLE - CHAPLAINCY

	Essential	Desirable
Qualifications or their equivalent	Numerate and literate Physically active Ability to comply with Agreement for Volunteers (HR Policy 05, Appendix 1) and follow the Chaplaincy guidelines in the Chaplaincy Handbook	
Enablement to address health and wellbeing needs	Aware and able to maintain good hygiene practice and an understanding of infection control	
Communication	Articulate Experience in communicating with other people/members of the public	
Equality and Diversity	Understanding of the need to support equality and value diversity in cultures	
Health Safety and Security	Awareness of the need to maintain own and others health, safety and security	
Quality	Demonstrate a pride in your own work Smart appearance Reliable	

This document is not intended to form a part of a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.