



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board



Robin Ward Volunteer Role Description

Base:	The volunteer will be attached to a particular ward to develop as a member of the ward team.
Report to:	Nurse in Charge
Accountable to:	Ward Manager
Health Board Link:	BCUHB Volunteers Manager

Outline Description of Duties

The overall aim of the role is to act as a befriender and provide additional, informal support to the patients, and therefore the staff. This will not include advocacy or counselling.

As a Robin Ward Volunteer, your duties will be varied and extensive including:

- Completing basic tasks and assisting patients within the Volunteer Role Boundaries (see attached)
- Spend time in general conversation.
- Taking part in activities with patients, e.g. quizzes, reading etc.
- Running errands for patients to purchase newspapers/magazines/snacks as required.
- Providing refreshments to patients (checking first if patients are allowed fluids)
- Tidying the patients bed space (locker tops/tables) to ensure they are clean and tidy.
- Assisting in preparing patients for mealtimes(tidying space ready to receive meals and assisting patients with hand hygiene)
- Assisting patients with menu choices.
- Help with the storage of supplies.
- Tidying and restocking the information racks and notice boards with appropriate resources under the guidance of the Ward Manager.
- Directing relatives to patients/nurses.

The above list is not exhaustive. Also, some duties will be appropriate to particular wards and these extra duties will be agreed mutually with the volunteer and the ward manager.

Strict confidentiality is paramount in this role and is explained in the Health Board confidentiality form signed by all volunteers.

The role and duties will continually be reviewed to ensure volunteers are fully involved in the developmental aspects of the role.