

# Volunteer Role Profile



Volunteer Role

**Befriender - Rossmore CHCP Bedded Units - Hull Royal Infirmary Site**

Volunteer Manager

**Service Mentor**

Where you will be based

**Community**

## Why we want you

Being in hospital can feel like a lonely experience and some patients are unable to communicate with friends or relatives. You will be the person who will help our patients feel more connected by chatting to them. You will have the potential to transform patient and carer experience and support our team resilience! Volunteering shifts available 10am-12pm and 1pm-3pm Mon-Sun. This role can be carried out on an ad hoc basis. City Health Care Partnership CIC have obligations to ensure competence and safety and therefore the volunteer will be required to undertake statutory and mandatory training to undertake this role.

## What you will be doing

- Provide company and chat with our patients, some of whom may have no visitors or family to support them.
- Get patients involved in social activities such as playing board games or bingo.
- The patients or service users may be under health/social care or a vulnerable individual.

## The skills you need

- Resilience: you will volunteer in a hospital setting with a range of people at different stages of their rehabilitation
- Empathetic, compassionate, patient, tolerant and considerate
- Good conversational and listening skills with a caring nature
- A team player, being helpful, communicative, open, respectful and honest
- The ability to work independently whilst staying within the role's boundaries, recognising what should and shouldn't be done, when to seek advice or report concerns

## What's in it for you

- The satisfaction of helping people to feel less isolated/lonely whilst being in hospital
- Make a difference and learn new skills
- Meet new people and gain confidence
- Be part of a community