


Macmillan Unit Volunteer Task Description

Your role:	Day Centre support
Location/Where based:	Macmillan Unit - Christchurch Hospital
Reports to:	<i>Day Centre Sister 01202 705342/Volunteer Coordinator</i>
Purpose of the role:	Based in the day centre you will support patients during mornings or afternoon by providing patients with social interaction, arts and crafts, serving light refreshments/meals throughout the day and supporting staff. Volunteers are a valuable part of the daily routine for patients.
What we are working towards 	<p>Hospital Vision and Aspiration – To be the most improved hospital in the UK by 2017</p> <p>Hospital Mission – Providing the excellent care we would expect for our own families</p> <ul style="list-style-type: none"> • Putting patients at the heart of everything we do • Working together to improve care • Being responsive to patients' individual needs <p>Values: Communicate – Teamwork – Pride - Improve</p>
What we may like you to help with:	<ul style="list-style-type: none"> • Serve refreshments to patients throughout the day • Interact and chat with patients • Play games/quizzes/puzzles • Reading/talking with patients • Assist with light washing up and sterilisation duties • Take lunch orders • Lay the table for lunch • Serve alcohol from the "Jolly Trolley" • Keep supplies of tea and coffee stocked up in Day Centre kitchen • Support staff by maintaining clean/tidy areas. • Any other related light task as requested by the Day Centre Staff
Skills/Experience required:	<p><i>It is important to be friendly, show empathy and have excellent listening skills. Volunteers have direct patient contact and therefore, for their own well-being, must have the ability to work within a clear set of boundaries. We are looking for people with the following skills;</i></p> <ul style="list-style-type: none"> • Caring, compassionate nature • Good communication skills • Ability to carry trays, lift large teapots, • Maintain good food hygiene standards • Adhere to instructions regarding individuals' dietary requirements • Maintain patient dignity and confidentiality • Maintain infection control procedures
Training offered:	Hospital Induction training Communication skills Food Hygiene & Nutrition (On-line course) Other modules as required
Time commitment	2-4 hours per shift. Once a week - AM or PM shifts available
CQC Outcomes	Volunteers contribute towards CQC Outcomes 7, Safeguarding and Outcome 8 Infection control and prevention