



**The Friends of St Cross**  
We support The Hospital of St Cross, Rugby  
and the local community and mental health services



## **Role Description: Bingo Service Volunteer**

**Responsible to:** Bingo Service Co-Ordinator

**Accountable to:** Board of Trustees

### **Role Outline**

The role of our Bingo Service volunteers is to provide companionship to patients in hospital who may have time on their hands, may be socially isolated or have been identified as needing support. Under the guidance of ward staff, volunteers can encourage patients to take part in activities, meet social and emotional needs of the patients and generally be good company.

### **Location**

You will be allocated one of the following wards to visit:

- Ash Dialysis Unit

### **Desired Skills/Experience required**

- Good communication and interpersonal skills
- Ability to work with others as well as independently
- A helpful, patient, calm and friendly manner
- Ability to follow role guidelines and work within them
- A flexible approach and a willingness to get involved as required

### **Time Commitment**

Shifts (mainly in 2 hour stints) are available at times convenient to ward staff and patients and are organised within a rota system. We would prefer volunteers to commit to at least one shift per week or fortnight, with a minimum commitment to the role of 6 months

Always ensure you are aware of your shift time and arrive in good time. If you are unable to attend, please try to obtain a replacement by swapping with a colleague on the rota. If this is not possible, inform the Service Co-ordinator as soon as possible

Please advise the Service Co-ordinator of any planned long-term absences

## **General Volunteer Responsibilities:**



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- All volunteers will be required to attend initial mandatory training sessions together with an induction programme and are asked to comply with this training. You will also receive a copy of the Volunteers handbook which contains a summary of UHCW Policies and Procedures
- We will provide on-going updates and information at regular intervals whilst you are volunteering with us
- Volunteers will be encouraged to inform the Bingo Service Co-ordinator of any issues as they arise
- Always sign in and out of your shift for Health and Safety requirements and to ensure attendance records are accurate
- Volunteers must certify that there has been no change, or advise of any change there has been, to their DBS or health status on an annual basis
- You must ALWAYS wear an identity badge and uniform.
- Volunteers must conform to all Trust policies and procedures that they are made aware of
- Report any accident or issues arising on duty to a member of hospital staff
- Be accountable for upholding the values of Friends of St Cross and be responsible for your own attitude and behaviour
- Respect patient confidentiality at all times.

## **Key Task**

To provide companionship for patients and encourage stimulating participation through a game of Bingo. Support patients if required.

Ensure that the trolley is sanitised before and after the bingo sessions and put back safely.

Ensure prizes are suitable for the area and keep the Co-ordinator informed of any issues.

## **Safeguarding**

The Trust is committed to ensuring the safeguarding of all vulnerable individuals. All staff/volunteers have a responsibility to be vigilant and raise concerns immediately.

## **Diversity**

Everyone should be treated with dignity and respect and all workers have a clear responsibility to comply with the detail and the spirit of the Dignity at work policy



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