



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



Role Description: Holding Hands in Theatre Service Volunteer

Responsible to: Holding Hands in Theatre Service Co-Ordinator

Accountable to: Board of Trustees

Role Outline

The role of our volunteers is to provide non-clinical empathy and assurance to patients undergoing cataract operations and to be the communication link between the patient and the surgical team.

Patients will hold the hand of the volunteer and if the patient feels the need to cough, sneeze or scratch their face then the patient will squeeze the hand of the volunteer. The volunteer will then tell the surgical team to stop the procedure – minimizing the risk of the patient suffering harm.

Location

- Day Surgery Unit and theatres

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 2/3 hr 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 Befriender 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.
- Training for this specific role is usually provided once a month and you will be informed of the next available session
- We will provide on-going updates and information at regular intervals whilst you are volunteering with us
- Volunteers will be encouraged to inform the Befriending 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
- 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 Tasks

To provide companionship for patients and encourage participation.

Learning and development

To ensure you have the skills and knowledge required for this role, you will need to complete around 5 hours of induction, training and development within the first 4 weeks. At the induction you will receive a copy of the Volunteers Handbook which contains a summary of UHCW Policies and procedures.

Diversity

Everyone has the opportunity to be treated with dignity and respect at work and has a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy

Safeguarding

The Trust is committed to ensuring the safeguarding of vulnerable adults/children in our care. All employees/volunteers are required to be familiar with their responsibilities in this area and to raise any concerns as appropriate