



Role Ref:	
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Volunteer role: **Rehabilitation Befriender Volunteer**

Based at: Amberstone Hospital, Near Hailsham

Days/times: To be negotiated

Volunteer Supervisor: TBD

Main Purpose: To provide companionship to patients on the ward and help them to take part in appropriate social and/or recreational activities. The involvement aims to help people to feel less isolated and feel part of an enjoyable social relationship.

Background:

Amberstone Rehabilitation Unit is part of the rehabilitation service in East Sussex.

It is a 24 hour inpatient hospital. Service users are encouraged to work in partnership with their support team. Amberstone aim is to provide a high standard of care and support service users to reach their optimize level of recovery

Patients are admitted for rehabilitation. They have a diagnosis of mental illness which could include Schizophrenia, Bi Polar Affective Disorder, Depression, Schizoaffective, Personality disorder, adjustment disorder, generalised anxiety and dual diagnosis which is street illegal drug use linked with the onset of mental illness. There are many more different illnesses and disorders.

Amberstone staff work alongside the patients in the recovery processes. We offer psychology, Occupational therapy, Peer specialist support, nursing care, medical care, groups and activities which are evidence based, therapeutic and recovery focussed.

Volunteer Befrienders offer social contact to people with mental health conditions on the ward.

As the unit is a busy environment, it is essential that volunteers are able to take a proactive approach to the role, whilst always being guided by their supervisor and wishes of the patients.

Duties:

1. To check with your supervisor or nurse in charge about priorities and any issues the volunteer should be briefed about.
2. To be able to encourage participation
3. To have good communication skills and be able to encourage service users.
4. To inform staff about activities undertaken with patients and any significant changes in mood or behaviour.

5. To report and share any concerns/feedback from patients about risks to themselves or others.
6. To undergo training and supervision as required.
7. Asking patients to give feedback on their experience of the ward by using the friends and families questionnaire

Person Specification

Rehabilitation Befriender Volunteer

Essential

- Aged 18 or over
- Able to commit reliably to at least 1 hour a week for a minimum of six months
- A commitment to improve the patient's experience of their time in hospital
- Well presented, with a friendly and approachable manner and good verbal communication skills
- An ability to relate well to people on a one to one basis and be sympathetic to others' situations
- An ability to be patient and calm even in the face of difficult situations
- An ability to act on own initiative within the role description
- An ability to start conversations/activities without prompting
- A willingness to be flexible and to follow the guidance of a placement supervisor
- A commitment to the trust's equal opportunities and diversity policies
- A willingness to abide by the Sussex Partnership volunteer guidelines, including rules on confidentiality, health and safety, safeguarding adults and children and manual handling
- To be willing to receive training any areas as appropriate to the volunteer role