



## Volunteer role: **Ward Befriender Volunteer**

**Based at:** Oakland's Ward and Orchard Ward

**Days/times:** To be negotiated

**Volunteer Supervisor:** TBD

**Main Purpose:** To provide social support 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, to support inclusion in social activities.

### **Background:**

#### **We have two Wards in Chichester:**

- Orchard Ward – for older people with mental illnesses
- Oakland's Ward - for working age people with mental illnesses

In general Oakland's ward admits people from 18-65 and Orchard ward admits people 65+. Patients are admitted for in-patient care and/or treatment, they are either agreeing to come into hospital, informal, or they are detained under the Mental Health Act.

People are admitted with a variety of mental health conditions which may include Schizophrenia, Bi-Polar Affective Disorder, Depression, Schizoaffective, Personality disorder, adjustment disorder, generalised anxiety and dual diagnosis (drug use linked with the onset of mental illness) there are many more different illnesses and disorders.

Both Wards staff works alongside the patients in the recovery processes. We offer a variety of therapies for in-patients, Psychology, Occupational therapy, Nursing care, Medical care, a variety of groups and activities which are well noted for therapeutic engagement which are proven to aids patient recovery.

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

As the ward is a busy environment, it is essential that volunteers have the ability to take a proactive approach to the role, whilst always being guided by their supervisor to consider the wishes of the patients.

## **Duties:**

1. To check with your supervisor about priorities and any issues the volunteer should be briefed about.
2. To be able to encourage participation
3. To have good communicate skills and be able to encourage patients
4. To inform staff about activities undertaken with patients and any significant changes in mood or behaviour during this time.
5. To report and share any concerns/feedback from patients about risks to themselves or others.
6. To undergo mandatory training and supervision as required.
7. Asking patients to give feedback on their experience of the ward by completing a hand-held survey device.

## **Person Specification**

### **Ward Befriender Volunteer – Orchard and Oakland’s Ward**

#### **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