

Role Description

Trolley Service Volunteer

Based at: St Raphael Ward, St Anne's Centre, 729 The Ridge, St Leonards-on-Sea, East Sussex, TN37 7PT

Days/times: TBC

Volunteer Supervisor: Geraldine Beal, Ward Manager

Background: St Raphael Ward is an inpatient acute setting for older people with mental health difficulties. It is a mixed ward with male and female patients and patients are usually over 65. Patients will usually be diagnosed with an acute mental illness, and often have co-morbid physical health difficulties, and will be admitted for a period of assessment and treatment. Patients may be detained under the Mental Health Act (1983).

Main Purpose: To provide a service selling drinks, sweets, snacks, toiletries and living aids etc. on the hospital ward

Duties:

1. To check with your supervisor about priorities and any issues the volunteer should be briefed about.
2. Take trolley round ward (observing infection control regulations)
3. To provide customer care / assist customers with stock items
4. Cash handling ensure security of cash taken and change given as advised in training
5. To replenish stock in rotation as required
6. Pricing stock as required
7. Return to store for any item requested and not on the trolley

Person Specification

Essential

- Aged 18 or over
- Able to commit reliably to 2 hour a week
- 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 in a groups setting.
- 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
- 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 in areas appropriate to the volunteer role