

Job Description

Job Title	Mealtime Assistant Volunteer
Department	
Division	
Band	Voluntary
Reporting To	Ward Manager
Job Reference	N/A

▪ Role

To support the Patient and ward staff in order to improve the quality of Trust services.

▪ Key Responsibilities

- Volunteers offer the opportunity to patients of using the toilet prior to meal times. Patients may wish to have their hands washed prior to meals.
- Volunteers must wash their hands as per hospital policy before and after helping each patient. A clean apron for each patient must be worn.
- Consent should be obtained from the patient prior to helping them.
- All meals and drinks must be checked by nursing staff.
- Check the patient is positioned upright at meal times; if their position needs adjusting, ask a member of staff for assistance.
- Where necessary, check that glasses/hearing aids/dentures are worn.
- Ensure that the meals are placed within the patient's reach and that any wrappings etc. are removed from the pre-packed foods.
- Ensure that any adapted crockery and cutlery is provided.
- Ensure that a drink is available.
- Describe and cut up food on the plate and help patient to eat.
- Encourage unhurried pace of feeding. Adhere to protected meal times.
- If you are asked to record the patient's oral fluid / food intake, please note this on some paper and attach it to the patient's bed chart. Please inform a member of ward staff if you have done this.
- Report any concerns to staff:

▪ Key Responsibilities

- Unexpected difficulties i.e. ill-fitting dentures
- Patient dislikes the meal choice
- Patient requests to go to the toilet
- Patients needs repositioning
- Mealtime is interrupted by ward activity i.e. ward round, investigations, visitors
- Patient is nauseous / vomiting

▪ Duties and Key Tasks

Planning and organising

- Organise oneself to be clearly visible to those who need assistance
- To attend volunteer support meetings and training events.

Personal

- To adhere to the Trust's values and behaviours.
- To inform the office manager if unable to attend at the allocated time.

Volunteer Development

- To provide support and guidance to new volunteers where required as part of the volunteer support system.

Communication

- To report any adverse incidents to staff in order that policy and procedure may be adhered to.
- Ensure that patient confidentiality is maintained at all times.

Infection Control

- To ensure that visitors and staff adhere to the principles of hand hygiene when entering and leaving ward areas.
- To direct visitors and staff to hand washing facilities where necessary.

Equality and Diversity

- Have an understanding of individual patients' needs taking into consideration cultural & religious requirements.
- Act in accordance with Trust's policy and procedures.

Health & Safety

- Report any environmental factors that may contravene health & safety requirements.

▪ Duties and Key Tasks

- Ensure that all work is carried out in line with Trust policies & procedures.
- Attend induction and complete periodic mandatory training.

▪ Extra Factual Information

- *Due to the Trust's commitment to continuous improvement, it is likely that the role will evolve over time. These duties will be subject to review, any amendments will be made in consultation and agreement with the volunteer.*

Person Specification

Qualifications, Specific Experience & Training	Essential	Desirable	Measure
<ul style="list-style-type: none"> No specific qualifications are required for this role 	<input type="checkbox"/>	<input type="checkbox"/>	Application Form
<ul style="list-style-type: none"> Previous volunteering or experience of work in a health or social care environment is not required for this role, although any relevant experience should be detailed on the application. 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application Form

Personal Attributes	Essential	Desirable	Measure
<ul style="list-style-type: none"> Good interpersonal skills 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> The ability to be friendly, polite and caring with patients, visitors and Trust Staff 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Understanding the importance of confidentiality and following procedures 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Ability to work on own initiative and as part of a team 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Reliable and punctual 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Willingness to undertake training 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Available to volunteer for at least 2 hours per week 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> To embody the Trust's Values of being caring for everyone, respect for all, embracing teamwork and committed to improvement 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> To exercise confidentiality and discretion 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview

Organisation Chart

