

VOLUNTEER ROLE DESCRIPTION

Volunteer Role:		Ward Volunteer
Location:		Dumfries and Galloway Royal Infirmary (DGRI)
Responsible to:		Senior Charge Nurse
Supported by:		Ward Staff, Volunteer Coordinator, Volunteer Mentors
1	Role Overview	Ward Volunteers play an important role in enhancing the experience of patients during their stay in hospital. By offering time, conversation and companionship, volunteers help reduce feelings of loneliness, anxiety and boredom, particularly for patients who may be older, living with dementia, or spending extended periods in hospital. Working alongside ward teams, Ward Volunteers provide non-clinical, person-centred support, helping to create a calm, friendly and compassionate ward environment in line with NHS Dumfries & Galloway values.
2	Purpose of the Role	The purpose of the Ward Volunteer role is to: • Provide social interaction, companionship and reassurance to patients • Help reduce isolation and loneliness through conversation and meaningful activity • Support patients' emotional wellbeing during their hospital stay • Contribute to a welcoming, dignified and supportive ward environment • Complement the work of NHS staff without replacing or duplicating paid roles This role involves direct, unsupervised contact with protected adults and, in some areas, children, and therefore requires appropriate safeguarding checks and training
3	Key Activities and Responsibilities	The key activities and responsibilities are: • Spend time talking with patients, offering friendly conversation and reassurance • Provide companionship for patients with limited visitors • Support orientation and comfort within the ward environment • Contribute to a positive, welcoming atmosphere for patients and visitors • Support ward staff with the drinks trolley rounds, following clear guidance • Offer hot and cold drinks to patients, checking preferences where appropriate • Ensure drinks are placed safely and within patient reach

		• Refill water jugs as directed by ward staff • Encourage patients to drink where appropriate, without pressure • Ensure fluid restrictions are followed and seek assurance from staff before giving out any drinks or removing cups or glasses from room • Immediately escalate concerns to staff (e.g. swallowing difficulties, confusion, distress, fluid restrictions noted by staff)
4	What Ward Support Volunteers Will Not Be Asked to Do	To safeguard patients, volunteers and staff, Ward Support Volunteers will not be expected to: • Provide clinical care, personal care or administer medication • Independently feed patients • Move, lift or reposition patients without appropriate training and staff direction • Make decisions regarding diets, fluid restrictions or care plans • Act as Fire Wardens or take on formal fire safety responsibilities. In the event of a fire alarm, volunteers should prioritise their own safety, support others to move calmly away from immediate areas where appropriate, and follow staff direction when evacuating to the designated assembly point ✓ This volunteer role has been designed in line with NHS volunteering principles and in recognition of trade union guidance. Volunteers are additional, providing support equivalent to what a family member or friend might offer, and do not replace, substitute or dilute paid staff roles. All tasks are clearly defined, non-clinical, appropriately risk-assessed and undertaken under the supervision and direction of ward staff. Any future changes to the scope of the role will be subject to local governance, professional oversight and trade union engagement. Clear role boundaries are a fundamental principle of the NHS Dumfries & Galloway Volunteering Policy.
5	Skills, Qualities and Experience	We welcome volunteers from a wide range of backgrounds. Useful qualities include: • A calm, patient and friendly manner • Good communication and listening skills • Confidence engaging with people who may be unwell, frail or anxious • Ability to follow guidance and work as part of a ward team • Reliability and commitment to agreed shifts • Respect for dignity, choice and confidentiality No previous healthcare experience is required. Reasonable adjustments are actively supported.

6	Inclusivity, Equality and Accessibility	NHS Dumfries & Galloway is committed to promoting equality, removing barriers and offering inclusive volunteering opportunities. • Applicants are welcomed regardless of age (16+), disability, race, religion or belief, sexual orientation, gender identity, or socio-economic background • Reasonable adjustments will be considered throughout recruitment, training and volunteering • Lived experience, local knowledge and personal strengths are valued as much as formal skills This role reflects the organisation's obligations under the Equality Act 2010 and Fairer Scotland Duty.
7	Time Commitment	• Volunteers are normally asked to commit to one regular shift per week • 4.00pm to 7.30pm • Days and times will be agreed based on ward need and volunteer availability • A commitment of up to 12 months is encouraged, with flexibility discussed individually
8	Training, Support and Supervision	All Ward Volunteers receive: • Corporate induction • Mandatory online training • Dementia awareness training • Role-specific ward induction and guidance • Training on dignity, confidentiality, infection prevention and control • Ongoing support from ward staff, the Volunteer Coordinator and Volunteer Mentors Volunteers are never expected to work without support or clear guidance.
9	Practical Information	Safer Recruitment Checks: Prior to starting the role, volunteers will be required to complete: • An identity check • A PVG (Protecting Vulnerable Groups) Scheme check These checks support NHS Dumfries & Galloway's commitment to safeguarding patients, visitors, staff and volunteers. Volunteer Management System – TeamKinetic: NHS Dumfries & Galloway uses the TeamKinetic volunteering app and system to support volunteers throughout their journey. TeamKinetic is used for: • Volunteer onboarding and communication • Accessing training and key information • Managing shifts and availability • Submitting out-of-pocket expenses

		Training and support will be provided to ensure volunteers feel confident using the system, with alternative support available where needed. <i>Clothing and Identification:</i> Volunteers must wear an official NHS Dumfries & Galloway volunteer ID badge at all times while volunteering. <i>Expenses:</i> Volunteers may claim approved out-of-pocket expenses in line with NHS Dumfries & Galloway Volunteering Policy and guidance. <i>Insurance:</i> While carrying out their agreed role, volunteers are covered by the NHS CNORIS indemnity scheme.
10	Benefits of the Role	Volunteering as a Ward Support Volunteer offers: • The opportunity to directly support patient dignity and wellbeing • Development of communication, teamwork and confidence • Experience relevant to health, care and community roles • Being part of a supportive, compassionate ward and volunteer team
11	Interested or Want to Know More?	Contact: Volunteer Coordinator Email: dg.volunteering2@nhs.scot Mobile: 07483649569 Admin Support: 01387 246246 Ext 36016