

Dining Buddy Befriender Volunteer Role Description

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| Role Title: | Dining Buddy Be-friending Volunteer |
| VS Ref No: | VS-FYL01 |
| Location: | The Harbour |
| Time Commitment: | To be discussed |
| Support: | Volunteers will: <ul style="list-style-type: none"> • be recruited and supported by the Volunteer Service Team • receive a handbook, and attend a local induction be allocated supervisor when active |
| To join our teams: | Complete Volunteer recruitment process including DBS if required. Complete all mandatory training and attend local induction <ul style="list-style-type: none"> • |
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Role Description:

Volunteering on a ward involves a long term commitment (for example 9 – 12 months), and to bring continuity and stability for patients and staff, we ask volunteer to support by doing the same periods each week, which are discussed and agreed by the volunteer and volunteer supervisor.

We have merged the role of dining buddy and befriender to maintain familiarity and consistency for our patients. Dining buddies are volunteers who provide extra support during mealtimes and help complete diet/fluid charts. The role supports people to maintain optimal health and wellbeing, nutrition and hydration.

Befrienders can help patients feel content during their stay in hospital by spending time with them, maybe having a chat and a cup of tea/coffee or engaging in other social activities.

1. Introduce yourself to the patients and discuss the menu relevant to that meal time.
2. Assist with providing patients with their meals and ensure cutlery/napkins/specialist equipment is available.

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3. Support individuals who may need extra help, for example cutting up food, opening packets, spreading butter (etc). No direct feeding of patients is to take place.
4. Encourage conversation during mealtime so it is a social occasion.
5. Support other staff to clear away utensils between courses and at the end of the meal and clean the dining room area.
6. Support completion of diet and fluid charts following meals.
7. Complete fluid pushes and complete fluid charts accordingly.
8. Establish and build befriending relationships with patients.
9. Ensure appropriate boundaries are maintained.
10. Spend time listening, talking and engaging in activities with the patients.

An Enhanced DBS with Adult Barring is required for this role

Essential skill requirements

Essential requirements for this role are:

- Good communication skills
- Able to utilise a PC, Telephone, photocopier
- Ability to follow instructions
- Willingness to help and support staff and patients
- Demonstrates empathy and compassion
- Calm manner
- Comfortable working in a fast moving environment
- Comply with all Trust Policies and Procedures in relation to information governance and confidentiality

Duties not to be undertaken by volunteer

- At no time should a volunteer put themselves at risk
- Volunteers must not undertake clinical practices
- Volunteers must not give clinical advice or recommendations
- Volunteers should not enter clinical areas without appropriate personal protective equipment
- Volunteers must not write in patient notes
- Volunteers must not answer enquiries about patients from patients, visitors or staff

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