

VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: **AIPU Mealtime Assistance Volunteer**

VOLUNTEER LINK: **Clinical Volunteering Coordinator**

Aims: To assist with the delivery of meals/refreshments at busy mealtimes.

When / Where: Mealtimes to be arranged with AIPU staff, St Oswald's Hospice Gosforth. Usually volunteering shifts will be around 2 hours: 11.30-13.30 or 1600-1800.

Main Tasks:

- To report to nursing team on arrival, to receive information about which patients need assistance
- Check that patients are sat upright ready to receive meals and ask for assistance from staff if anyone needs help repositioning to eat
- Check that patients are sat in family room or another preferred location if requested.
- Check that patients have correct equipment ready to eat and drink (including adapted cutlery, plate guards)
- Assist with feeding patients. Training will be given prior to this. This will include: feeding patients, special requirements, International Dysphagia Diet Standardisation Initiative (IDDSI) and Patient Rounding Charts.
- Identify any issues that may arise and report to nurse in charge.
- Complete food charts and care rounding charts to show how much patients have eaten/drunk.
- Offer extra snacks/fluids.
- Set up the trolleys, clean down and set up for next shift as needed.
- Volunteer alongside catering assistance and nursing team.
- Encourage patient handwashing by offering wipes and ensure environment is clean and ready to use.
- Act as a companion at meal times.
- Check the patient has their buzzer on leaving.
- Liaise with nursing team if any concerns and offer any other relevant information as it arises and before leaving.

Skills and Experience:

- Comfortable working in a patient-facing environment
- Able to work independently and as part of a busy team and environment

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- Able to maintain confidentiality at all times
- Please note the role involves some physical activity, though regular breaks are available, and reasonable adjustments can be discussed as required.

Additional Info:

- This volunteer opportunity is available as part of our Volunteer to Career pathway which is ideal for individuals looking to start or transition into careers in healthcare and social care.

More information on Volunteer to Career is available at [Volunteer to Career | St Oswald's Hospice](#)

Personal Qualities:

- Compassionate and empathetic towards others
- Reliable, responsible, and accurate in their approach
- Respectful of confidentiality and people's dignity
- A good team player with clear communication skills
- Flexible and adaptable when situations change
- Attentive to detail and patient needs
- Resilient, both physically and emotionally
- Identifies with St Oswald's Hospice Values and People Charter
<https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>

Benefits:

- Volunteering at St Oswald's Hospice gives you the opportunity to make a difference to people at a difficult time in their lives and to support your local community.
- A chance to develop new skills, experiences and knowledge.
- A chance to meet new people and be part of a friendly team.
- Reimbursement of your travel expenses.
- The support of a Volunteer Link who is an experienced member of the team.
- Access to training and support provided to our Volunteer to Career volunteers.

Essential Processes/ Training (Internal Info):

- ☒ Recruitment Pathway *[On-site]*
- ☒ Minimum age *[16+]*
- ☒ DBS check required *[Yes, Enhanced Children's and Adult]*



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- ☒ Online Training [*Clinical Volunteers*]
- ☒ Additional training specific to role
- ☒ Available on Volunteer to Career pathway [*Yes*]
- ☐ Smartcard Required [*No*]
- ☐ Home Working Risk Assessment [*not applicable*]
- ☒ Uniform Required [*Yes*]