

Volunteer Role Profile - Mealtime Assistant

Summary of role

Volunteers will act as mealtime (lunch and dinner) support for patients on inpatient wards across the Trust.

Description of Tasks

- Help to set up and serve food and accompanying drinks
- Assisting patients to feed themselves in a therapeutic way
- Feeding patients directly when they are unable to do this themselves
- Collecting meals from catering when required
- Escorting identified patients to the day room to eat their meal
- Escorting identified patients to the shops/canteen to purchase their food
- Assisting with clearing mealtime trays

Hours/Time Commitment

Shifts Monday-Sunday from 11:30am-1pm and/or 4:30pm-6:30pm.

There is no expectation that the same volunteer would fill all shifts in a week, and it would be an ideal opportunity for a few volunteers to cover the 7 days.

We ask for a minimum of either the lunchtime or dinner time slot, as a regular commitment for a period of 9 months

Location and Site

All inpatient wards at:

Ealing Hospital, Northwick Park Hospital, St Mark's Hospital and Central Middlesex Hospital.

Responsible to

Matron/Ward Manager/Multi-disciplinary Team

Skills and Abilities

- Reliable
- Professional manner
- Calm manner and pleasant approach
- Good interpersonal skills, and not afraid to work with people with communication and cognitive difficulties
- Ability to communicate well with patients and staff
- Able to follow specific guidelines in relation to eating and drinking
- Able to take an on-the-job training session
- Understanding of confidentiality

Training and Support

- Attendance at Trust Induction
- Induction to ward/department
- Dementia awareness training
- Support, advice and guidance from nursing team, nutritional support nurses and ward hostess
- Support, advice and guidance from the Volunteer Service
- Support via Volunteer Forums and Coffee Mornings

Benefits to volunteer

- Meet new people
- Opportunity to develop new and existing skills
- Satisfaction of knowing you are making a vital difference to the work and feel of the hospital by being the first point of contact

Dress Code

We will be introducing uniforms to enable our volunteers to be easily identified to visitors, patients and staff. Volunteers will be required to wear these t-shirts.

Volunteers in ward areas must wear clothing that allows their arms to be bare below the elbow. You will be required to wear a green apron.

- ID badge and volunteer lanyard must be worn at all times
- All volunteers are expected to follow the Dress Code Policy

Contact

Volunteer Service, Northwick Park Hospital
Tel: 020 8869 2425 / 3065 Email: LNWH-tr.voluntaryservices@nhs.net

Notes/Specific requirements

Mealtime Assistants will be expected to report at the start of each shift to the Ward sister on duty that day to receive instructions.