

# Job Description

<b>POST TITLE</b>	Hospital at Home Volunteer
<b>SERVICE AREA</b>	Healthcare
<b>RESPONSIBLE TO</b>	Prevention and Resilience Manager

## JOB PURPOSE

The purpose of this role is to provide motivational and emotional, holistic support to older people, receiving hospital at home support from the Rapid Medical Service Frailty Team. You will support the sustainability of the service by providing pastoral and emotional support in between planned visits with staff and for a short period after support has ended, to ensure resilience and independence is instilled in the older people. You will also complete 28-day to individuals once they have been discharged from support, to ensure they are still managing their needs well at home and to identify any gaps in support provision that could lead to a potential admission to hospital, this will be fed back to the Prevention and Resilience Manager and the Rapid Medical Service Team.

Location: Chepstow/Caldicot

Hours: You must be able to commit a minimum of four hours per week to the project

What you'll do for us:

- To visit beneficiaries of the project predominantly within their own home
- To spend quality time with individuals that enables pastoral support tailored to their particular needs
- To actively encourage and support individuals to remain independent
- To accompany individuals on local walks to improve wellbeing
- To be responsible for completing visit diary sheets as a record of each intervention
- To keep regular contact with the project and adhere to the lone working processes
- To attend volunteer support meetings as required by the Prevention and Resilience Manager

Education, experience and training:

- The ability to drive and have access to your own vehicle would be beneficial, but not essential as you will be matched to beneficiaries that are local to your area and can be reached by public transport
- Good standard of general education
- Good standard of computers and Microsoft operating systems

Skills and Aptitudes:

- Empathetic to the needs of older people
- A passion and willingness to engage in your local community
- Enjoys working with others
- Excelling communication and interpersonal skills
- Patient with a non-judgemental attitude

Further requirements:

- Enhanced DBS disclosure required
- Two satisfactory references to be supplied

Don't meet every single requirement? We are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly, we still encourage you to apply anyway. You may be just the right candidate for us.