

## Activity Support

Willow Therapy Unit

## Volunteer Role Description



### Role

The purpose of this role is to support patients to engage in therapeutic group and individual activities during their stay at the Willow Therapy Unit.



### Role purpose

Volunteers will be supporting one or more scheduled activity groups on a weekly basis and/or encouraging patients to engage in the individual exercise programmes which have been put in place.

By carrying out the Activity Support role, volunteers will be helping improve outcomes for patients by enabling a greater number of patients who can access scheduled activities and benefit from increased 1:1 support.



### Time commitment

1 - 3 hours per week on an agreed day.



### Location

The Birch Unit , Colman Hospital until the opening of The Willow Therapy Unit, Norwich Community Hospital

### Role Responsibilities

Activities you may be asked to carry out in this role :

- Setting up/tidying away activities
- Signing patients up for activities
- Completing evaluations of activities with patients
- Encouraging/motivating patients to take part in group or individual activities
- Take part in consultations to develop an efficient programme of activities for the ward



### Our Responsibilities

You will be supported by your Volunteer Coordinator, who will also support you through your induction and provide ongoing support throughout your time as a volunteer.



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### Volunteer profile

An Activity Support volunteer will be friendly, compassionate and enthusiastic about supporting the work of Voluntary Norfolk and NCH&C NHS Trust.

In addition, they will have / be:

1. A friendly and approachable manner.
2. A good command of verbal and written English
3. A commitment to undertake training appropriate to the role
4. A good understanding of the importance of confidentiality
5. Good communication and interpersonal skills
6. Ability to work with the technical requirements of the role
7. A flexible approach and attitude
8. Punctual, trustworthy and reliable
9. Responsible, mature and honest
10. Non judgemental
11. Willing to treat all patients, relatives, staff and other volunteers with consideration, politeness, dignity and respect
12. Able to deal with patients who may be angry or upset
13. Able to work within the guidelines
14. Able to accept appropriate supervision and guidance from staff

### Registration and training

All volunteers will need to go through a Standard DBS Check and provide two appropriate character references. All volunteers will have attended the Volunteers' Induction session.

Your volunteer induction will give you all the information you need to feel confident to volunteer with us, and in addition you will attend a site induction session specifically to learn about the practicalities of volunteering in this specific role.

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### Expenses information

We do reimburse volunteers for any reasonable expenses, mainly travel expenses, for roles which involve attending an NCH&C site.



### Training

All Voluntary Norfolk volunteers must complete some training before they can start to volunteer. This will involve an in-person induction session (accommodations can be made for volunteers that cannot attend in-person sessions, due to the nature of the role).



### Further Information on the role

For further information on this role, please contact [Volunteering@nchc.nhs.uk](mailto:Volunteering@nchc.nhs.uk)

### How to apply

To apply for the volunteer role please complete our [online registration form through the MyImpactPage](#).

*This role description is not intended to be a legally binding document, and it applies for the duration of your volunteering time with Voluntary Norfolk. No volunteering will substitute a paid member of staff.*