

Volunteer Role Profile

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| Volunteer Role | Patient Support Buddy |
| Volunteer Manager | Volunteering |
| Where you will be based | Hospital |

Why we want you

The role of volunteer befriender in Oncology Outpatients at Torbay Hospital is to provide a volunteer 'buddy' support service for patients (and possibly carers) who are going through cancer experience and having treatment. You will be volunteering to form therapeutic relationships with patients awaiting appointments in the Oncology outpatient department and must be able to adapt to each conversation whilst providing a non-judgemental and empathetic nature. You will be provided with personalised healthcare coach training and supported by the outpatient department.

What you will be doing

- Liaise with a named member of staff to know which patients require help or support
- Supporting patients attending the department by offering drinks, a quiet word, information or some other distraction as appropriate
- Sitting and chatting with patients, engaging in social activities and encourage and create a social atmosphere
- Take part in activities that involve reminiscing such as discussing music, sport etc, helping to browse on the iPad
- Update Handover Book on patient(s) seen that day writing a brief overview of activities used with each patient
- Help patients to download the 'Mysunrise' cancer companion app

The skills you need

- Good interpersonal and communication skills
- Be willing to undergo training on a regular basis
- Non-judgemental and sensitive to others
- Ability to identify patient needs and respond accordingly
- The pressures on the clinics mean that staff are very busy. Therefore, you need to be proactive and assertive to receive support and direction from staff

What's in it for you

- Meet new people
- Be part of a team
- Gain new skills or use existing ones

- Help your community
- Experience in a Healthcare setting

Disclaimer

Following your successful application, you will be invited to an interview and you may be asked some questions in relation to our current Infection, Prevention & Control guidance - this may impact on which roles we can place you in. Most roles are subject to a DBS check and two satisfactory references being provided.