Volunteer Role Description
Nutrition Volunteers – Protected Mealtimes

Where: The patient mealtimes programme operates in a number of wards at Wishaw, Monklands and Hairmyres General Hospital

When: Between 11.30am and 2pm or 4.30pm – 6pm on days agreed with the Charge Nurse

Expenses: Volunteers are entitled to out of pocket travel expenses.

Disclosure: This role requires a PVG from Disclosures Scotland

Role: Volunteers are required to assist ward staff in improving the quality of the patient experience of mealtimes. In particular volunteers would be asked to:

- Chat to patients during mealtimes
- Making sure that patients have something to drink
- Clearing patient tables so there is space for the tray
- Fetching salt / pepper/vinegar or napkins for patients
- Alerting staff to issues that make it difficult for someone to eat
- Assist patients in carrying out catering audits
- Alerting staff to who hasn’t eaten their meal.

Skills and Experience the volunteer would require:

There is no prior experience required. However our ideal volunteer would have these qualities:

- Be able to work as part of a team
- Be willing to attend regular support meetings
- Be able to communicate with people who may have difficulty communicating themselves.
- Be approachable and have a friendly nature.
- Be confident in speaking to people you have never met before.
- Be able to respect confidentiality
- Be patient