

Last Updated: 24/09/2026

Role Descriptor

Title: Acute Medical Unit - AMU Ward Visitor

Reports to: Ward Manager or Nurse in Charge

Hours: between 11.45am-13.00pm or 16.45pm-18.00pm

Location: Wards as agreed with Ward Manager

Role Summary

To engage in visiting patients at the bedside on a specific ward(s) on a weekly basis at a scheduled time, under guidance of the Nursing Team.

The role will be carried out under the supervision of the Nurse in Charge on the designated ward(s).

It is the responsibility of the Volunteer to inform the Nurse in Charge if they are unable to attend for the shift for any reason.

It is the responsibility of the Volunteer to arrange extra regular volunteer sessions with the Ward Manager and to inform the ward and Volunteer Team if they are unable to attend for the shift for any reason.

A minimum commitment of 3 months for this role is required, with attendance on a weekly basis.

This role is for volunteers aged 18 and above.

Key Responsibilities

- To sign in and out for each session in the 'volunteer sign in book' held at the front desk, main reception
- To wear the HDFT Volunteer and HDFT ID badge whilst on duty
- To follow correct infection prevention and control procedures in wearing correct PPE and hand hygiene
- To support the patient talking to and communicating with their families whether this is using the telephone and/or face to face
- Offer to do puzzles (will be provided) with patients
- Sit with patients whilst they have their meal – but not assist with feeding
- Look out for patients who might need tables/drinks etc moving closer to them
- Complete patient surveys on behalf of the ward team
- To attend any bespoke training programme delivered by the Trust prior to placement in this role
- To attend on the agreed day and time each week and visit patients on the designated ward(s) on a one-to-one basis, if acceptable to the individual patient in each instance

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- To de-brief with the Nurse in Charge or Volunteer Team if the contact has been emotional, difficult or uncomfortable, or in which concerns have arisen
- To respect the privacy and dignity of patients whilst carrying out duties
- To maintain complete confidentiality with regards to all patient issues, unless patient safety is compromised, in which case the Nurse in Charge and/or Volunteer Team should be contacted immediately
- To be aware of the issues surrounding 'Safeguarding', both adults and children and know when to escalate issues to the Nurse in Charge

Volunteers will not:

- Undertake any personal care, e.g. toileting, bathing, washing patients
- Lift, move or change the position of patients
- Advise patients as to their treatment/medication/condition
- Include any religious or spiritual elements, a referral to the Chaplaincy Team can be facilitated if the patient wishes
- Enter any side rooms on ward
- Help patients eat or drink

Infection Control

- Volunteers must comply with the Trust's "Bare below the Elbows" policy and PPE guidance
- A volunteer must not attend the hospital for a period of 48 hours after completion of an episode of diarrhoea and/or vomiting
- A volunteer must not attend when feeling unwell.