

VOLUNTEER ROLE DESCRIPTION

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| ROLE: | Chaplaincy & Spiritual Care |
| CLINICAL GROUPS: | Manchester Royal Infirmary Clinical Scientific Services North Manchester General Hospital Research and Innovation Wythenshawe, Trafford, Withington, Altrincham |
| SPECIALIST HOSPITALS: | Manchester Royal Eye Hospital Royal Manchester Children's Hospital Saint Mary's Hospital |
| DEPARTMENT: | Chaplaincy and Spiritual Care |
| REPORTS TO: | Chaplaincy & Spiritual Care Team |
| ACCOUNTABLE TO: | Patient Experience Matron, Voluntary Services Manager, and Voluntary Services Administration Officer |

ROLE PURPOSE

The volunteer role is designed to provide compassionate, non-judgmental spiritual and emotional support to patients, families, and colleagues within a healthcare setting, and providing a link for them with hospital chaplains where appropriate. Volunteers work alongside the Chaplaincy team to help meet the diverse spiritual needs of individuals, regardless of faith or belief, offering a listening ear, presence, and comfort during times of illness, crisis, or loss.

All members of the Chaplaincy team, including the volunteers, are expected to participate as full team members and work collaboratively with individuals from all faiths and beliefs.

Please note: This role does not replace the work of colleagues but directly benefits colleagues by offering valuable support.

Volunteers will:

- Support only patients identified by the Chaplaincy team as appropriate for volunteer interaction.
- Provide face to face, peer support to patients, creating a warm, welcoming, and non-judgemental environment.
- Engage with patients through meaningful conversation and, where appropriate, share readings from religious or spiritual texts.
- Maintain a friendly, respectful, and compassionate presence at all times.
- Uphold patient confidentiality and the values of dignity and respect.
- Be reliable, flexible, and adaptable to different situations.

MAIN DUTIES AND RESPONSIBILITIES OF THE CHAPLAINCY VOLUNTEER

- Report to the Chaplain in charge before starting and after completing ward visits
- Support the Chaplaincy team in providing high-quality religious, spiritual and pastoral care.
- Regularly visit patients on designated wards to offer listening, support, and friendship (without imposing personal beliefs).
- Liaise with the Chaplains to ensure specific religious or spiritual needs are met.
- Refer any concerns arising from visits to ward colleagues when appropriate.
- Signpost patients to Chaplaincy and Spiritual Care Services.
- Offer patients the opportunity for bedside communion, prayer, scripture, or a Chaplain visit when appropriate.
- Assist with worship services, religious rites, or rituals, including setting up spaces and materials.
Maintain and update chaplaincy information, displays and promotional resources.
- Support the Friends and Family Test (FFT) and other patient experience surveys by distributing, collecting and logging data.
- Participating in local and national initiatives, e.g., Religious Events or Armistice Day.
- Promote and uphold equality, diversity, and individual rights in line with MFT policies.
- Act as a buddy or mentor for new volunteers.
- Support colleagues with general enquiries and office duties, e.g., filing, laminating, photocopying, scanning, processing incoming and outgoing post.
- Follow all food hygiene and uniform guidelines, including:
 - Hair tied back
 - Bare below the elbows
 - No jewellery, artificial nails, gel or acrylics
 - Cuts must be covered with a waterproof plaster
 - Seek advice if uncertain

RECORD AND REVIEW

- Observe and support sessions, completing paper-based record.
- Submit records to the Chaplain in Charge, who uploads the information onto HIVE.

TRAINING

Volunteers are required to:

- Complete all MFT Mandatory Training and maintain up to date records.
- Undertake Hand Hygiene and Infection and Prevention – Level 2
- Develop a working knowledge of MFT policies and procedures relating to patient care.
- Actively support equality, diversity, and individual rights, taking action if policies are undermined.
- Be adaptable to new duties as service needs evolve.

ROLE AND RESPONSIBILITY OF THE CHAPLAINS SUPERVISING THE VOLUNTEER

- Provide a thorough orientation to the venue, procedures, and safety requirements.
- Supervise and support the volunteer during their sessions.
- Assign meaningful tasks aligned with the volunteer's skills and organisational needs.
- Serve as the primary point of contact, offering guidance, support, and regular communication to help them feel welcomed and valued

INFECTION CONTROL

All volunteers are required to adhere to the MFT Infection Prevention and Control policies and procedures applicable to their role. Managers are also responsible for ensuring that their volunteers complete all relevant, required training in this area.

HEALTH AND SAFETY

MFT has a statutory responsibility to provide and maintain a healthy and safe environment for its volunteers to work in. All volunteers have a personal responsibility to ensure that they do not put the health and safety of either themselves, or of anybody else, at risk.

You must not willingly endanger yourself or others whilst on hospital grounds; safe working practices and safety precautions must be adhered to, and protective clothing and equipment must be used where appropriate. The MFT Health and Safety Policies detail your full responsibilities regarding Health & Safety at Work, which can be found on the MFT People Place.

All accidents/incidents must be reported to the Ward Manager and/or the Assistant Voluntary Services Manager, including the reporting of potential hazards.

Please note you must only act within the remit of your role and is important that under no circumstances as a volunteer you become involved in any of the following activities:

- Clinical or medical treatments of any kind, including the handling of pharmaceuticals.
- Psychological and/or physical interventions, counselling or nursing duties. This includes feeding a patient with feeding or using the toilet.
- Advising patients on personal, financial, medical, nutritional issues. If a patient asks for advice; the volunteer must direct them to the nursing colleagues.
- Be involved in lifting/handling patients or pushing patients in wheelchairs unless trained.
- Monitoring or supervising patients independently.
- Accessing or inputting into a patient's medical records.
- Handling complaints from patients. Any concerns raised must be escalated to the Ward Manager and/or the Assistant Voluntary Services Manager.
- Escorting patients off hospital premises.

Please speak with your manager if you have any queries regarding this.

SAFEGUARDING

All volunteers must ensure that the policies and legislation relating to child protection and Safeguarding of children, young people and vulnerable adults are adhered to. Any concerns should be reported immediately in line with defined MFT processes. Assistant Voluntary Services Managers are also responsible for ensuring that their volunteers complete all relevant, required training in this area.

SECURITY

All volunteers have a responsibility to ensure the preservation of NHS property and resources. Any concerns should be raised immediately with your supervising department manager, or the Assistant Voluntary Services Manager.

CONFIDENTIALITY

All volunteers are required to maintain confidentiality at all times in all aspects of their role and to retain the required standard of Information Governance training. The Assistant Voluntary Services Managers are also responsible for ensuring that their volunteers complete all relevant, required training in this area.

EQUAL OPPORTUNITIES

MFT encourages Equal Opportunities and operates an Equal Opportunities Policy. All individuals regardless of race, ethnicity and nationality, gender or disability are encouraged to apply for all posts.

INFORMATION AND COMMUNICATION

Regular updates are issued by the MFT which are accessible via the People Place.

NO SMOKING

MFT operates a Smoke Free policy across all sites. The policy applies to all colleagues, affiliates, volunteers, patients and visitors and extends to the hospital grounds as well as internal areas.

Person Specification

| Attributes | Essential | Desirable | Method of Assessment |
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| QUALIFICATIONS | <p>Successful candidates will require a Disclosure and Barring Service (DBS) check.</p> <p>Ability to communicate effectively in English, both verbally and in writing.</p> | | <p>Disclosure and Barring Service (DBS).</p> <p>Application form / interview / recruitment event.</p> |
| KNOWLEDGE | <p>Demonstrates understanding of the Trust's core values and how they relate to the volunteering role.</p> <p>Shows a strong understanding of the hospital.</p> | <p>Experience of working within a health care environment.</p> <p>Shows a strong understanding of hospital and its functions.</p> | <p>Application form / interview / recruitment event.</p> |
| TRAINING AND EXPERIENCE | <p>Full training will be provided to all successful candidates.</p> | <p>Chaplaincy & Spiritual Care related qualifications.</p> | <p>Completion of the Trusts Mandatory Training.</p> <p>Role specific training provided by department of placement.</p> |
| SKILLS AND ABILITIES | <p>Displays skills such as:</p> <ul style="list-style-type: none"> • Compassion, empathy, active listening and responsiveness • Ability to work independently and take initiative • Enthusiastic and strong motivation • Enhanced communication skills, with the ability to engage effectively with a variety of health professionals, the general | <p>Ability to manage occasional challenging behaviour with professionalism and empathy.</p> <p>Experience using office equipment, such as, computers, printers, scanners and telephones.</p> <p>Previous ward experience.</p> | <p>Application form / interview / recruitment event.</p> |

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| | <p>public, and fellow volunteers</p> <ul style="list-style-type: none"> • A commitment to maintaining confidentiality at all times. • A professional attitude <p>An understanding of the role's boundaries and the ability to recognise when to refer matters to staff.</p> | | |
| ATTRIBUTES | <ul style="list-style-type: none"> • Enthusiastic and committed to supporting and contributing to high standards of patient care. • Friendly, open, empathetic and compassionate. • Professional outlook with a positive attitude. • Honest and trustworthy. • Resilient and able to handle challenges effectively | | Application form / interview / recruitment event |
| OTHERS | <p>Must be 18-years of age or above to apply for this role.</p> | | Application form and evidence of ID. |