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## Community Intermediate Care Centre (CICC)

### Volunteer role description

Wirral Community Health and Care NHS Foundation Trust values each and every one of our volunteers and the varying skills, experience and personality that each of you bring to our organisation.

We are looking for volunteers who would like to support our teams across our newly opened wards with the Community Intermediate Care Centre, supporting with a range of activities which will give extra help and comfort to our patients ensuring they receive a positive experience and actively supports our workforce.

### Community Intermediate Care Centre (CICC)

The CICC is an exciting development for the Trust, providing high quality, integrated care for the local adult population, supporting them with their reablement and self-care and encouraging them to reach their optimum level of independence.

This facility provides a new opportunity for our volunteers to actively engage with our patients and improve their experiences during their temporary stay with us.

### Locations

We are open 24/7 and we are based on the Clatterbridge Hospital Cancer Site.

Days / hours (a volunteer may do up to two four-hour sessions per week)

7 days a week 11.00am to 3.00pm or 3.00pm to 7.00pm (hours to be agreed)

**Please say on your application form which sessions you would like to be considered for.**

### Main tasks

- **Encourage the social interaction of the in-patients:** This may include spending time talking to them, having a cup of tea together, carrying out an activity together, or any other appropriate social activity.
  - **Tackle loneliness and isolation:** This may include offering companionship and a listening ear, assisting with digital solutions to ensure those affected by visiting restrictions can stay connected with loved ones and hobbies/interests.
  - **Supporting people to have a voice and share their experiences of our services:** Support the service to capture the experiences of the patients through the Trust Your Experience Platform, this may be recorded on the Trust iPad available on site, capturing their journey of care, and escalating any concerns to the staff on the wards.
  - **Supporting with person-centred care:** This may include supporting patients in completing the All about Me document to ensure that their needs, wishes, and feelings are considered throughout the delivery of care.
  - **Contribute to the nutrition and hydration needs of patients:** Support patients in accessing snacks and drinks when needed, encourage patients to be socially active and go to the communal area to have mealtimes together whilst supporting patients with choice.
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- **Promote independence:** Support patients nutrition and hydration needs, support people to rekindle interests and hobbies as part of their recovery and support with use of digital technology.

## Requirements

### The role requires volunteers to be:

- Organised and reliable
- Friendly and approachable
- Good listening skills
- Good use of verbal and written English
- Good communication and interpersonal skills
- The ability to work independently and as part of a team
- A flexible approach and attitude
- Responsible, mature and honest
- A sympathetic and non-judgemental nature
- A good understanding of confidentiality
- Willing to treat all service users, relatives, visitors and staff with consideration dignity, and respect
- To agree to regular support and supervision and complete mandatory training as required

## Closing date and application information

If you would like to apply, please email your expression of interest to:

[wchc.membership@nhs.net](mailto:wchc.membership@nhs.net)

Alternatively contact the Volunteer Services Manager on 0151 514 6342 or write to:

### The Volunteer Services Manager

Wirral Community Health and Care NHS Foundation Trust  
St Catherine's Health Centre  
Wing 5, 1st floor  
Derby Road  
Birkenhead  
Wirral  
CH42 0LQ

## Additional information for all placements

### Disclosure and Barring Service (DBS) checks

Most volunteer placements will require a DBS (previously CRB) check. If needed, this will be confirmed before informal interview.

### Occupational health assessment

All volunteers have an occupational health assessment to ensure that the tasks they will be carrying out do not put themselves (our patients or staff) at risk.

### Training

All volunteers must complete mandatory training as and when required.

### Local induction

Each volunteer will receive a local induction. This will include a welcome, ward orientation, local safety procedures, local escalation processes, including point of contact on the unit.

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## Volunteers must not:

- lift or move patients or heavy equipment
- give medical advice or change a treatment plan
- assist with the administration of medication
- do work other than that is their role description

## About Wirral Community Health and Care NHS Foundation Trust

Located in Wirral in North West England, we provide high-quality primary, community and social care services to the population of Wirral, Cheshire East, Knowsley and St Helens. We play a key role in the local health and social care economy as a high-performing organisation with an excellent clinical reputation.

Our Common Purpose:

# Together...

we will support you and your  
community to live well.

## Compassion

Supportive and caring, listening to others.

## Open

Communicating openly, honestly and sharing ideas.

## Trust

Trusted to deliver, feeling valued and safe.

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