

## Volunteer Role Description

### Talking and Reading Service

#### Purpose of Role

Providing friendly, supportive one-to-one conversation, reading, and communication practice to patients recovering from strokes and other conditions.



**FRIENDS** of York  
**HOSPITALS**

#### Main Tasks

- Talking, reading and providing communication practice with patients.
- Using resources, fellow-volunteers' notes and briefing notes from Speech and Language Therapy staff to help prompt conversations.
- Staying flexible and adaptable, recognising that patients' capacity to progress may vary noticeably from week to week.
- Attending relevant mentoring and training sessions when requested.
- Updating FOYH patient information sheets.
- Other duties as required by staff, by agreement with the volunteer and FOYH.

#### Skills and Personal Qualities Required

The role would suit someone who...

- Is patient and a good listener.
- Is a friendly, confident and clear communicator.
- Is a capable and sympathetic person who will be able to cope if patients experience distress.
- Is interested in hearing about patients' individual life stories and sharing their interests.
- Is reliable and willing to keep in contact.
- Can be relied upon to keep patient information absolutely confidential
- Is conscientious, especially in following hospital procedures, in particular regarding hygiene and infection control.
- Will wear a FOYH lanyard, plus a hospital ID badge, to clearly identify them as a volunteer.

#### Availability Required

A regular 2 to 3 hour weekly volunteering slot.

Volunteers are asked for a commitment of at least 6 months.

#### Location

York Hospital

#### FOYH Contacts

Andy White - Administrator and Volunteer Coordinator

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