



Southern Health
and Social Care Trust

Quality Care - for you, with you



An insight into Volunteering Opportunities in Southern Health & Social Care Trust

volunteer.service@southerntrust.hscni.net

(028) 3756 3946



This document outlines the range of volunteer opportunities developed to enhance patient/service user experience.

The Southern Health & Social Care Trust is committed to involving ***volunteers to enhance the quality of care or services it provides.***

It supports the view that there is a ***very valuable and purposeful role for volunteers, which is separate and distinct from that of paid workers and therefore not job substitution.***

It **values the involvement of volunteers** in its work because they reflect the interests, needs and resources of the community it aims to serve and bring a unique perspective to all its work.



1

Activity Support

2

Here to Help/Meet & Greet

3

Macmillan

4

Spiritual Support

5

Volunteer Drivers

6

Breast Feeding Peer Support

7

Pets As Therapy

8

Meal Time Support

9

Befriender

10

Mentor

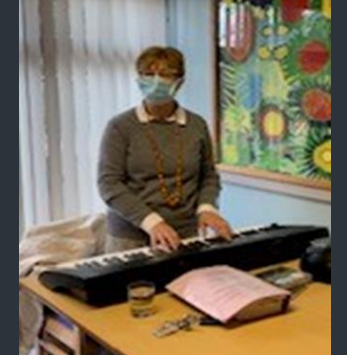
Activity Support

provides interaction and support to patients/service users to help them engage in activities to enhance their experience



Current Status

This role has returned in many Day Centres and Children's Wards in both CAH & DHH



- Suitable for Children's Wards, Stroke and Rehab wards, Day Centre's, Supported Living, Day Opportunities, etc
- Providing opportunities for the future workforce and/or those wishing to give back. Currently lots of interest with existing volunteers keen to return and many students

Fit 4 U Activity Support

supporting service users with physical activities in local leisure centres



Current Status

This role is fully returned



- Assist and support adults with physical/sensory disabilities at local leisure facilities to participate in physical activity co-ordinated through Fit 4 U Project. E.g. Boxercise, boccia, bowls, kurling, fitness suite, dance, archery, walking etc.
- This role developed to assist in guided walks outdoors during the pandemic.

Here to Help

directing and assisting visitors find their way around the hospitals

Current Status

This role has returned to CAH & DHH. We have many returning and new volunteers. Excellent feedback from staff, patients and visitors, including a thank you from Health Minister Robin Swann during a visit.

- Role is suitable for those wishing to give back and students during the school holidays. Role takes place Monday to Friday 9-4



Meet & Greet in A&E

assist patients to navigate around A&E and support those needing additional help in the A&E environment

Current Status
This role is currently stood down



- To assist patients coming into A&E to enhance patients experience, direct them to various areas, help those who may not have heard their name being called and chat to those anxious as they wait
- Demand among current volunteers keen to return as they volunteer outside of their work hours and our future workforce

Macmillan Information Hub

supporting people access the information and resources they require in the Macmillan Hub

Current Status

This role is currently reinstated in CAH

MACMILLAN
CANCER SUPPORT
RIGHT THERE WITH YOU



- Volunteers returning and recruiting new volunteers

[Back to opportunities](#)

Spiritual Support Volunteers supporting the Pastoral Care Team in CAH & DHH



Current Status

This role has been reinstated

- This role is suitable for all wards in CAH & DHH, enhancing the experience of patients
- At present recruiting new volunteers is not required



[Back to opportunities](#)

Volunteer Drivers

assist the transport department in escorting service users to and from day time facilities



Current Status

This role is reinstated

- There is demand for more volunteer drivers but they are proving difficult to recruit in the current climate

[Back to opportunities](#)

Breast Feeding Peer Support

supporting mothers to succeed at breastfeeding



Current Status

This role has been able to continue throughout the pandemic as it can be provided virtually

- This role is suitable for those who have successfully breastfed. There is a waiting list for training.
- Referrals are made by the Breast Feeding link workers

[Back to opportunities](#)

Pets as Therapy

bringing pets to Trust settings to encourage service users to interact and gain therapeutic benefits

Current Status
Role returned



- Suitable for Day Centres, Supported Living, Day Opportunities, etc.
- More Pets as Therapy volunteers are required

[Back to opportunities](#)

Meal Time Support Volunteers help

patients/service users enjoy their meal and receive good nutrition by providing encouragement, assistance to cut up food, remove lids and assist with eating and drinking if needed.



Current Status

This role is currently stood down, but Volunteer Coordinators are part of the Meal Time Matters Implementation Group

- This role is suitable for all wards, acute and non acute, and day facilities that provide meals, to enhance the meal times experience
- There is a great interest for this role among our workforce of the future

Befriending

supporting and engaging with patients/service users during their time in hospital, day facilities or during planned activities

Current Status

This role is currently stood down



- This role is suitable for all wards, acute and non acute, Day Centre's, Supported Living, Day Opportunities, etc
- Interest among retired volunteers keen to give back and provide some company to service users

[Back to opportunities](#)

Mentor

supporting young people and providing diversionary activities



Current Status

This role is yet to be reinstated

- Suitable for CYP services with young people who would benefit from one to one encouragement and support

[Back to opportunities](#)



Volunteer Coordinator Contact details:

Kate Johnston , Armagh & Dungannon **Tel: 028 37564485**
Email: kate.johnston@southerntrust.hscni.net

Aine Mulholland , Craigavon & Banbridge **Tel: 028 37563950**
Email: aine.mulholland@southerntrust.hscni.net

Katrina Lavery, Newry & Mourne **Tel: 028 37566295**
Email: katrina.lavery@southerntrust.hscni.net