

VOLUNTEER ROLE DESCRIPTION

PLACEMENT: EMERGENCY DEPARTMENT

REPORTS TO: Matron or Senior Sister, Emergency Department
Volunteer Services Co-ordinator

HOURS: Days / times to be agreed with individual volunteers
Volunteers required Monday – Sunday, particularly
lunchtimes/evenings

ROLE OUTLINE:

1. Display a helpful and friendly approach to patients, visitors, staff and colleagues.
2. Liaise with clinical staff regarding appropriate access to patients prior to any activity
3. With prior agreement from clinical staff, offer patients refreshments
4. With prior agreement from clinical staff, accompany patients to other areas of the hospital for investigations
5. Provide relatives/carers with information eg access to refreshments, use of mobile phones, hospital shop
6. Offer relatives/carers refreshments, meals and drinks
7. Deliver and collect to other hospital departments eg specimens and patient notes
8. When there are no patient or visitor duties, assist with practical tasks eg make up linen trolleys, make beds, re-stock
9. Load and empty dishwasher
10. Recognise the importance of boundaries and when help should be sought

This list is not exhaustive. Duties may vary according to the needs of the service.

EXPECTATIONS AND RESPONSIBILITIES:

1. Work with sensitivity and an understanding of the issues facing those working to deliver health care within the Trust
2. Be conversant and comply with the content of the Volunteer Services Policy and associated Code of Practice
3. Be aware of and adhere to all Trust policies and protocols highlighted by the Ward/Department Manager as relevant to the volunteer placement
4. In the event of accidents, emergencies or untoward occurrences, respond as directed by the Ward/Department lead.
5. Attend training and department updates as required