

## **VOLUNTEER ROLE DESCRIPTION**

### **PLACEMENT: QUEENSWAY DAY HOSPITAL**

**REPORTS TO:** Sister, Queensway Day Hospital

**HOURS:** Days / times to be agreed with individual volunteers  
Approximately 3-4 hours per session  
Cover required morning/early afternoon Monday – Friday

### **ROLE OUTLINE:**

1. Liaise with nurse in charge regarding appropriate access to patients prior to any activity
2. Welcome all those visiting the unit
3. Offer and make drinks as indicated by nursing staff
4. Sit and talk to patients and their relatives/carers
5. Assist with the serving of lunches as indicated by nursing staff
6. Visit other parts of the hospital eg collect and deliver patient notes, collect post, deliver specimens, take charts to pharmacy and collect dispensed prescriptions
7. Direct or escort independently mobile patients to other areas of the hospital
8. Assist in tabulating waiting times in discharge lounge
9. Assist with general office duties eg. filing, photocopying

### **EXPECTATIONS AND RESPONSIBILITIES:**

- 1 Work with sensitivity and an understanding of the issues facing those working to deliver health care within the Trust
- 2 Display a helpful and friendly approach to patients, visitors, staff and colleagues
- 3 Be conversant and comply at all times with the content of the Volunteer Services Policy
- 4 Be aware of and adhere to all Trust policies and protocols highlighted by the Ward/Department Manager as relevant to the volunteer placement
- 5 In the event of accidents, emergencies or untoward occurrences, respond as directed by the Ward/Department lead
- 6 Recognise the importance of boundaries and when help should be sought
- 7 Attend training and department updates as required