

VOLUNTEER ROLE DESCRIPTION

PLACEMENT: RESPIRATORY SLEEP CLINIC

REPORTS TO: Clinical Lead Nurse Specialist in Sleep, Francesca Macdonald
Volunteer Services Coordinator, Yeovil District Hospital

HOURS: Monday - Friday
9.30am – 4.00pm
Sessions to be agreed with individual volunteers

ROLE OUTLINE:

1. Greet patients and escort to clinic waiting room. Weigh and measure the patients.
2. Gather the patient's equipment bag from them and put together with the Medical notes and paperwork for the staff member and put on their desk for next patient.
3. Maintain communication links for patients through liaison with clinical staff re patient waiting times, etc
4. Provide relatives/carers with information of hospital services eg access to refreshments, use of mobile phones
5. If appropriate, and with prior agreement from clinical staff, accompany patients to other areas of the hospital
6. Depending on the individual's interests, other tasks could include collection of patient notes, collating information packs, giving out feedback forms, filing medical letters, re-stocking equipment cupboard, photo copying, taking telephone messages if all nurses are busy in clinic etc.

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 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

AGREEMENT

I have read and understood the Volunteer Services Policy. I agree to adhere to all Trust policies and protocols associated with my volunteer placement.

If you have any queries or concerns please contact the Volunteer Services Coordinator prior to signing this role description.

Name:

Signature: Date:

PERSON SPECIFICATION
VOLUNTEER PLACEMENT – REPIRATORY SLEEP CLINIC

CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE	Able to demonstrate good interaction with people	Experience of working in a hospital environment Experience of volunteering
APPEARANCE	Clean, neat and well groomed	
COMMUNICATION	Good oral communication skills	
PERSONAL QUALITIES	Polite, courteous and reliable Relate to people in a friendly and calm manner Ability to empathise Adaptable and willing to learn Able to maintain complete confidentiality Tactful and diplomatic, especially in stressful/emotional situations	Sense of humour
GENERAL SKILLS	Able to follow instructions Able to use own initiative Able to work as part of a team Recognition of the importance of boundaries Ability to recognise when assistance is required or distance is preferred	