

## Volunteer Role Description

<b>Role Title</b>	OPD Helper
<b>Purpose of the role</b>	To support the comfort and positive experience of patients attending the Dialysis Unit
<b>Where</b>	OPD4 Renal/Surgical - Dialysis Unit
<b>When</b>	Monday-Saturday between 9am-4pm. *The unit runs 7am-midnight.
<b>Tasks to be undertaken</b>	<p>Tasks include;</p> <ul style="list-style-type: none"> <li>• Distribute tea/coffee/biscuits/toast at 9.30am-10am and 3.30pm-4pm. Sandwiches at lunchtime 11.30am-12pm.</li> <li>• Provide water for patients as and when asked</li> <li>• Support the cleaning up of dishes and cups</li> <li>• Provide additional pillows and blankets for patients when asked</li> <li>• Prepare discharge packs to give to patients when coming off dialysis. These include: a pad, a pack of gauze, two plasters and a bandage.</li> <li>• Sit and talk to patients during time on dialysis, to offer distraction and comfort.</li> <li>• Offering to assist patients with reading or doing crosswords</li> <li>• Assist with stripping of bed covers and pillow covers for next intake of patients</li> <li>• Escorting elderly patients to beds and assisting with settling them in to their bed – adjusting table height and providing extra pillows</li> <li>• [Where appropriately trained and agreed], provide short treatments of 10-20 minutes of therapeutic touch to patients, as directed by staff.</li> <li>• Where doing treatments, obtain verbal consent from patients to undertake treatments.</li> <li>• Sanitise treatment equipment before and after use.</li> </ul>
<b>Tasks not to be undertaken</b>	The manual handling of patients, toileting and personal care. Massage to any other areas of the body.
<b>Skills, Attitudes and Experience needed</b>	<ul style="list-style-type: none"> <li>• Strong and confident communicator with a friendly manner</li> <li>• Able to put others at ease</li> <li>• Good understanding of empathy</li> <li>• Non-judgemental and sensitive approach</li> <li>• Able to follow instructions</li> </ul> <p>Please note training will be given on all aspects of the role.</p>
<b>Support/Supervision</b>	Support will be provided by the Dialysis Staff and from the VSM Team.
<b>Expenses</b>	Agreed out of pocket expenses, which are incurred when carrying out this volunteer role will be reimbursed in line with the NHS Lothian volunteer expenses policy and signed off by the VSM.
<b>How to apply / what happens next</b>	Application Pack, Informal interview, Training, Health Status checks, Disclosure/PVG
<b>Created, by whom</b>	Juliet Turk April 2022

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