

Volunteer Role Description

Role Title	Oncology Ward Helper
Purpose of the role	To support patient care and smooth running of the Oncology Ward
Where	St John's Hospital: Ward 15 - Edinburgh Cancer Centre
When	Mornings 9.30am-12.30pm
Tasks to be undertaken	<p>Tasks include;</p> <ul style="list-style-type: none"> • Welcome visitors to the Oncology Ward (Ward 15 Edinburgh Cancer Centre) and provide directions to the appropriate area • Distribute PPE, hand gel or other materials as required • Deal with general enquiries • Support the distribution sandwiches at lunchtime and drinks to patients including drinks, refilling water jugs, checking and recording fridge temperatures • Support the cleaning up of dishes and cups following patients treatment • Spend time with patients to help them stay mentally active and manage any anxieties caused by hospital stay • Support virtual visiting for patients and families on hospital provided technology and clean the virtual visiting equipment between use and ensuring it is charged • Accompany patients to other areas of the hospital as required using wheelchairs (only if completed Wheelchair training) • Stocking up supplies • Minor errands for staff (i.e. pharmacy)
Tasks not to be undertaken	The manual handling of patients, toileting and personal care.
Skills, Attitudes and Experience needed	<ul style="list-style-type: none"> • Strong verbal communication and people skills • Non-judgemental, patience and sensitive approach • Positive attitude, reliable and punctual • Personable manner with understanding and empathy • Able to follow instructions and good understanding of confidentiality • Knowledge or experience of a cancer journey will be of an advantage <p>Please note training will be given on all aspects of the role</p>
Support /Supervision	Support will be provided by the Ward Staff and from the VSM Team.
Expenses	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.
How to apply / what happens next	Application Pack, Informal interview, Training, Health Status checks, Disclosure/PVG