

Volunteer Role Description

Role Title	Ward Helper
Purpose of the role	To support patient care and smooth running of wards
Where	All hospital sites as demand required
When	As required –evening and weekends possible
Tasks to be undertaken	<p>Tasks include;</p> <ul style="list-style-type: none"> • Support the distribution of food and drinks to patients including giving out meals and drinks, refilling water jugs, checking and recording fridge temperatures • Assist and prompt patients to eat their meals as directed by Ward Staff (if volunteer has participated in training) • Support the cleaning up of dishes and cups following mealtimes • Help patients to complete menu cards • Visit 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 • Cleaning the virtual visiting equipment between use and ensuring it is charged • Accompany patients to other areas of the hospital as required • Answering telephones and door on ward and fielding enquiries, taking messages and completing routine paperwork • Stocking up supplies • Minor errands for staff
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 skills • Non-judgemental and sensitive approach • Positive attitude • Able to follow instructions <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
Created, by whom	Diane Lockhart July 2020