

Volunteer Role Description

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| Role Title | A&E Helper |
| Purpose of the role | To support the comfort and positive experience of patients attending the Emergency Department |
| Where | Emergency Department at the St John's Hospital |
| When | Preferred hours are focussed around mealtimes Monday – Friday 4pm-7pm Offers of support outside these hours would be considered. |
| Tasks to be undertaken | <ul style="list-style-type: none"> • Offering and distribution of refreshments (directed by staff and within agreed parameters) • Collection and distribution of food, snacks and drinks • Offer and distribute pillows/blankets • Tidy up used pillows, blankets and food packaging for recycling or restoring • Offer and distribute clothes from the clothing store where appropriate • Chat to patients to provide distraction and reassurance (this may include spending time with patients with a level of confusion) |
| Tasks not to be undertaken | <ul style="list-style-type: none"> • Feeding (unless training has been undertaken) • Pushing wheelchairs (unless training has been undertaken) • Manual Handling of patients e.g. transferring from bed to chair, toileting and personal care • Taking of patient out of the department without Nurse in Charge consent |
| Skills, Attitudes and Experience needed | <ul style="list-style-type: none"> • Calm and consistent manner • Confidence to approach patients sensitively • Non-Judgemental and patient approach to people • A good understanding of confidentiality • Good communication and listening skills • Ability to work independently within boundaries • Willingness to adhere to all health and safety guidelines and department rules • Reliable, punctual and committed <p>Please note training will be given on all aspects of the role.</p> |
| Support /Supervision | Voluntary Services Manager and the Emergency Department Team |
| Expenses | Out of pocket travel expenses can be claimed in line with NHS Lothian's Volunteer Expenses Policy |
| How to apply / what happens next | Application Pack, Informal interview, Training, Health Status checks, Disclosure/PVG |
| Created, by whom | Claire Garton May 2023 |