

Volunteer Role Description

Role Title	Children's Emergency Department Helper, based in the main waiting area
Purpose of the role	To support the comfort and positive experience of patients and families attending the Emergency Department
Where	Emergency Department at the RHCYP Little France
When	Preferred hours are focussed around mealtimes 7 days a week. 1-4pm and 6-8pm. 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 to patients and families • Tidy up used pillows, blankets and food packaging for recycling or restoring • Offer and distribute clothes from the clothing store where this is appropriate • Chat to patients and families • Engage children in play activities • Distribute activities for children and families to use • Escort families/relatives to other areas of the hospital with permission from staff
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 • Giving advice
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 • Commitment to NHS Lothian Values <p>Please note training will be given on all aspects of the role.</p>
Support /Supervision	Voluntary Services Manager and the Nurse in Charge
Expenses	Out of pocket travel expenses can be claimed in line with NHS Lothian's Volunteer Expenses Policy
How to apply / what	Application Pack, Informal interview, Training, Health Status checks, Disclosure/PVG

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happens next	
Created, by whom	Rachael Honeyman, August 2023