

Volunteer Role Description

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 Royal Infirmary of Edinburgh and St John's Hospital
When	Preferred hours are focussed around mealtimes 7 days a week 8am-10am, 11.30am-2.30pm and 4-6pm 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	Voluntary Services Team, December 2023