

Volunteer Role Description

Role Title	Out-Patient Department (OPD) Assistant
Purpose of the role	To assist staff in the smooth running of OPD's
Where	OPD's in all hospital sites across NHS Lothian
When	Monday – Friday (9am – 5pm)
Tasks to be undertaken	<p>Tasks include:</p> <ul style="list-style-type: none"> • Ensure a welcoming atmosphere for all patients and relatives • Direct patients and relatives within the department • Pass patient labels/notes to and from reception to clinical areas • Provide support and entertaining to children while waiting for appointments i.e. with toys and arts & crafts • Replenish leaflets and information when required • Complete surveys (non medical) with patients as required • Clean chairs when patients leave • Assist in giving out new hearing aid batteries
Tasks not to be undertaken	<ul style="list-style-type: none"> • Any clinical tasks • Recording or checking patients notes • Booking in appointments for patients
Skills, Attitudes and Experience needed	<ul style="list-style-type: none"> • Willingness to learn • Good communication and people skills • Be able to work as part of a team • Reliable and punctual • Understanding of when to step aside when patients are being attended to by the medical team • A confident, articulate and personable manner, with patience and understanding as some users of the service may be worried or upset and have to wait to be seen • Able to work within NHS Lothian Health and Safety and Infection Control protocols and all health and safety and fire regulations • A good understanding of and ability to uphold confidentiality • A commitment to high standards and quality service <p>Please note training will be given on all aspects of the role</p>
Support /Supervision	Volunteers will have a named contact on duty as well as Voluntary Service Manager (VSM)
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	Application Pack, Informal interview, Training, Health Status

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happens next	checks, Disclosure/PVG
Created, by whom	Claire Garton (VSM) July 2020 Updated: March 2022 Revised July 2023