

Volunteer Role Description

Role Title	Ward Helper
Purpose of the role	To support patient care and smooth running of wards
Where	All NHS Lothian hospital sites
When	Variable – usual slots are morning, afternoon and evening, with particular focus over mealtimes.
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 & agreed by ward) • Support the cleaning up of dishes and cups following mealtimes • Help patients to complete menu cards • Chat with patients to help them stay mentally active and manage any anxieties caused by hospital stay • Spend quality time participating in meaningful activities with patients i.e. puzzles, games and jigsaws. Use virtual visiting equipment with patients and families cleaning the equipment between use and ensure it is charged • Complete 'What Matters To Me' board near bed, which will create conversations • 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 and minor errands for staff
Tasks not to be undertaken	<ul style="list-style-type: none"> • 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 • Able to follow instructions and a willingness to learn • Reliable and punctual • A confident, articulate and personable manner, with understanding and empathy • A good understanding of and ability to uphold confidentiality • A commitment to high standards and quality service • Patience, understanding and sensitivity of the needs patients, and their families • Adhere to all health and safety and fire regulations and to co-operate with the NHS in maintaining good standards of health and safety. <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.

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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 Updated April 2022 Revised Feb 2023