

## Volunteer Role Description

<b>Role Title</b>	Ward Visitor
<b>Primary purpose of the role</b>	Chat to patients to provide social stimulation and break up the boredom of being in hospital/waiting to be discharged.
<b>Secondary purpose of the role</b>	Support ward staff by serving teas and coffees to patients, topping up water jugs, and carrying out ad-hoc tasks as directed.
<b>Where</b>	<a href="#">Astley Ainslie Hospital</a>
<b>When</b>	Morning, afternoon, and evening shifts available (Mon – Sun)
<b>Tasks to be undertaken</b>	<ul style="list-style-type: none"> <li>• Visit the ward and chat to patients</li> <li>• Serve teas and coffees</li> <li>• Top up water jugs</li> <li>• Offer to play games with patients (dominoes, cards etc.)</li> <li>• Prepare cutlery and distribute before mealtimes</li> <li>• Serve food at mealtimes (4:30 – 6:30pm shift only)</li> <li>• Collect used dishes and cutlery for washing</li> <li>• Ad-hoc tasks as directed by ward staff</li> <li>• <b>Optional:</b> Take patients out for walks (after additional training)</li> </ul>
<b>Tasks <u>not</u> to be undertaken</b>	<ul style="list-style-type: none"> <li>• Providing any medical care</li> <li>• Providing any personal care</li> <li>• Feeding patients</li> <li>• Manual Handling of patients</li> </ul>
<b>Skills, Attitude, and Experience needed</b>	<ul style="list-style-type: none"> <li>• Friendly, confident, and good at starting conversations</li> <li>• Willing to bring enthusiasm to the role and be a self-starter</li> <li>• Non-judgemental, empathetic, and understanding</li> <li>• Patient, and sensitive to the needs of patients</li> <li>• Reliable, punctual, and committed</li> <li>• Ability to adhere to confidentiality</li> <li>• Ability to adhere to all health and safety and fire regulations and co-operate with the NHS in maintaining good standards of health and safety</li> </ul>
<b>Mandatory training</b>	<ul style="list-style-type: none"> <li>• Induction training</li> </ul>
<b>Additional training (optional)</b>	<ul style="list-style-type: none"> <li>• Small Talk and Communication</li> <li>• Total Communication</li> <li>• Wheelchair Manoeuvring</li> <li>• Falls Awareness and Prevention</li> </ul>
<b>Support &amp; supervision</b>	Voluntary Services Manager (VSM) and Ward Staff.
<b>Expenses</b>	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.
<b>How to apply / what happens next</b>	Application Form, Informal interview, Training, Occupational Health Check, Disclosure/PVG.
<b>Date created, by whom</b>	Ross Lamb <span style="float: right;">January 2023</span>