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| **Role Title** | TBC – Shop Trolley Service |
| **Purpose of the role** | To assist in the provision of a trolley shop service within NHS Lothian sites, offering refreshments, reading material and engaging socially with patients throughout duties. |
| **Where** | Across NHS Lothian in agreement with site management  |
| **When** | TBC |
| **Tasks to be undertaken**  | * Offering refreshments and reading materials
* Cash handling and reconciliation
* Stock replenishment and rotation
* Acting as friendly point of contact for patients
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| **Tasks not to be undertaken** | * Personal care
* Moving and handling of patients
* Taking out cash from ATMs for patients
* Mealtime assistance
* Purchasing of stock or personal items for patients
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| **Skills, Attitudes and Experience needed** | * Good written and verbal communication and listening skills in English
* Adherence to NHS Lothian core values
* Adherence to NHS Lothian policies and procedures including confidentiality
* Friendly and personable approach
* Reliable, punctual and to have a sensitive approach
* Positive attitude and motivated
* Ability to identify and report potential issues
* A confident, articulate and personable manner
* Able to work within NHS Lothian Health and Safety and Infection Control protocols
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| **Support /Supervision**  | Day to day system support will be provided by the Catering team and ongoing support will be provided by the Voluntary Services Team.Please note training will be given on all aspects of the role including cash handling procedures and moving and handling of stock and the trolley.  |
| **Expenses** | Out of pocket travel expenses will be reimbursed in line with NHS Lothian’s Volunteer Expenses Policy |
| **How to apply / what happens next** | Online application form, informal interview, training, Standard Disclosure Checks |
| **Created, by whom** | VSM DATE June 2023 |