

NHS Lothian Volunteering – Role Description

Role Title	Volunteer Bridge Builder
Purpose of the role	To support people attending outpatient appointments by providing a reassuring presence and a listening ear, helping them to feel more confident and engaged in their healthcare.
Where	Volunteers will be expected to support people across a range of NHS Lothian sites , primarily within the Edinburgh boundary. Occasional support may be requested at other NHS Lothian locations.
When	Monday – Friday, occasional Saturday clinics may be available. Volunteers are asked to commit to a minimum of 4-6 hours (2 shifts) per month.
Tasks to be undertaken	• Meet the person at a pre-agreed time and location within the hospital or clinic. • Accompany them to and from their appointment, helping them to find their way around. Volunteers may push a wheelchair following training and where they feel confident doing so. • Spend time with the person before the appointment, encouraging preparation and reducing anxiety. • Act as an “extra pair of ears” during the appointment, checking the person understands what is being said and that they feel able to ask questions. • Where the person has asked for this, take brief, factual notes of the appointment which are shared with the person afterwards. • Spend time after the appointment to check their understanding of any next steps. • Engage in supervision and report any concerns in a timely manner.
Tasks not to be undertaken	It is not within this role to: • Provide personal care – e.g. toileting, changing. • Assist with manual handling – e.g. assisting to stand, getting in and out of a wheelchair. • Provide medical care, including first aid. • Speak on behalf of the person, make decisions for them or give advice. • Provide counselling.

NHS Lothian **Volunteering** – Role Description

Skills, Attitudes and Experience needed	• Aged 18 years or over. • Currently studying for a qualification in healthcare (e.g. medicine, nursing, allied health professions, psychology, public health) • Positive, warm and friendly manner. • Confidence in approaching and engaging with people. • Ability to put people at ease. • Good verbal communication. • Active listening skills. • Willingness to volunteer across a range of NHS Lothian sites. • Commitment to delivering high standards and a quality service. • Adhering to NHS Lothian’s policies and procedures, including confidentiality, fire safety, equality and diversity, adult and child protection, health and safety and infection control. • Commitment to demonstrating NHS Lothian’s core values and behaviours.
Level of Disclosure Scotland Check Required	This role involves regulated activity with adults and children; therefore, successful applicants will be required to join the PVG scheme. If you are already a member, your membership will be updated. Please note: This will be requested for you and paid for by NHS Lothian, you do not need to pay for this.
Support /Supervision	Support will be provided by the NHS Lothian Voluntary Services Team and Medical Education Directorate. Volunteers will be required to engage in one-to-one supervision and will have the opportunity to engage in peer supervision.
Expenses	Out of pocket travel expenses will be reimbursed in line with NHS Lothian’s Volunteer Expenses Procedure
How to apply / what happens next	An online application form will be available from Monday 14th September: https://www.nhsllothian.scot/getinvolved/volunteering/online-application-form/ Volunteers will be invited to attend a group interview followed by mandatory training (online and face-to-face) and an on-site induction.