

NHS Lothian Volunteering – Role Description

Role Title	Volunteer Bridge Builder
Purpose of the role	To accompany people to their outpatient hospital appointment, offering a listening ear and a reassuring presence.
Where	Western General Hospital, Royal Infirmary of Edinburgh.
When	Monday - Friday
Tasks to be undertaken	<ul style="list-style-type: none"> • Meet the person at a pre-agreed time and location and accompany them to their appointment. • Support the person to navigate the hospital environment. • 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. • Spend time after the appointment to ensure clarity on next steps and any follow up actions. • Engage in supervision and report any concerns in a timely manner.
Tasks not to be undertaken	<p>It is not within this role to:</p> <ul style="list-style-type: none"> • Provide personal care (e.g. toilets, changing). • Assist with manual handling (e.g. assisting to stand, getting in and out of a wheelchair). • Provide medical care including first aid. • Give medical or personal advice. • Provide counselling.
Skills, Attitudes and Experience needed	<ul style="list-style-type: none"> • Positive, warm and friendly manner. • Confident in approaching and engaging with people. • Ability to put people at ease. • Good verbal communication. • Active listening skills. • Ability to support a variety of people and tailor style to support that individual. • Commitment to delivering high standards and a quality service. • Understanding of the need to adhere to all health and safety, and fire regulations. • To cooperate with the NHS in maintaining good standards of health and safety. • Understanding of the need to adhere to NHS Lothian confidentiality policy.

NHS Lothian **Volunteering** – Role Description

	<ul style="list-style-type: none"> • Commitment to demonstrating NHS Lothian values and behaviours.
Level of Disclosure Scotland Check Required	<p>This role involves regulated activity with adults and children; therefore you will be asked to join the PVG scheme. If you are already a member, your membership will be updated.</p> <p>Please note: This will be requested for you and paid for by NHS Lothian, you do not need to apply or pay for this yourself.</p>
Support /Supervision	<p>Support will be provided by the Voluntary Services Team.</p> <p>Volunteers will be required to engage in one-to-one supervision and have the opportunity to engage in peer supervision.</p>
Expenses	<p>Out of pocket travel expenses will be reimbursed in line with NHS Lothian's Volunteer Expenses Procedure</p>
How to apply / what happens next	<p>An online application form will be available on the NHS Lothian Volunteering page.</p> <p>Volunteers will be invited to attend a group interview followed by mandatory training (online and face-to-face) and a local induction.</p>