

# NHS Lothian Volunteering – Role Description



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

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	<p>confidentiality policy.</p> <ul style="list-style-type: none"> <li>• Commitment to demonstrating NHS Lothian values and behaviours.</li> </ul>
<b>Level of Disclosure Scotland Check Required</b>	<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><b>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.</b></p>
<b>Support /Supervision</b>	<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>
<b>Expenses</b>	<p>Out of pocket travel expenses will be reimbursed in line with <a href="#">NHS Lothian's Volunteer Expenses Procedure</a></p>
<b>How to apply / what happens next</b>	<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>