

NHS Lothian Volunteering – Role Description



Role Title	Volunteer Bridge Builder
Purpose of the role	To accompany people to and from their outpatient appointment, offering a listening ear and a reassuring presence.
Where	Various NHS Edinburgh sites.
When	Monday – Friday. We ask that volunteers can commit to a minimum of 4 hours (2 shifts) per month.
Tasks to be undertaken	<ul style="list-style-type: none"> • Meet the person at a pre-agreed time and location on-site • Accompany them to and from their appointment, navigating the clinical 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 with the person after the appointment to check their understanding including 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 • Speak on behalf of the person, make decisions for them or give advice • Provide counselling.
Skills, Attitudes and Experience needed	<ul style="list-style-type: none"> • Be aged 18 or over • Currently studying for a qualification in healthcare (e.g. medicine, nursing, allied health professions, psychology and public health) • 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

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	<ul style="list-style-type: none"> • 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 • 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	Ongoing support includes one-to-one supervision and peer supervision provided by the Voluntary Services Team and the Medical Education Directorate.
Expenses	Out of pocket travel expenses will be reimbursed in line with NHS Lothian's Volunteer Expenses Procedure
How to apply / what happens next	<p>An online application form will be available on Thursday 2nd October: https://www.nhsllothian.scot/getinvolved/volunteering/online-application-form/</p> <p>Volunteers will be invited to attend a group interview on either:</p> <ul style="list-style-type: none"> • Tuesday 28th October 1.30pm – 3.30pm, Western General Hospital. • Wednesday 5th November 11am – 1pm, Royal Infirmary of Edinburgh Hospital. <p>If you are interested in applying but unable to attend either session, please contact us before applying: loth.bridgebuilders@nhs.scot</p> <p>If successful volunteers will complete mandatory online/face-to-face training and an on-site induction of their choice.</p>