

Role Title	A&E Volunteer (Children's Services)
Purpose of the role	To support the comfort and positive experience of patients and families attending the Emergency Department.
Where	Royal Hospital for Children and Young People
When	<p>Preferred volunteering hours are focused on the following times 7 days a week:</p> <ul style="list-style-type: none"> • 4:30pm – 6:30pm • 6:30pm – 8:30pm <p>Offers of support outside these hours will also be considered.</p>
Tasks to be undertaken	<ul style="list-style-type: none"> • Support the distribution of food and drinks to patients as directed by department staff • Support the cleaning up of trays, dishes and cups • Offer and distribute new pillows/blankets to patients • Spend time chatting with patients and families • Engage patients in play activities • Distribute activities for patients and families to use • Keep the area clean and tidy and clear away activities when these are no longer in use • Escort unaccompanied family members/visitors (over 16 years old) to other areas of the hospital • Escort unaccompanied patients and/or family members/visitors (under 16 years old) to other areas of the hospital – with signed consent • Provide supervision to patients and/or family members/visitors (under 16 years old) in specified areas within the hospital for an agreed length of time – with signed consent
Tasks not to be undertaken	<ul style="list-style-type: none"> • Medical care, including first aid • Personal care (e.g. taking a patient to the toilet, brushing teeth etc.) • Provide assistance to patients with eating meals • Manual handling of patients (e.g. assisting to stand, transferring from bed to chair, getting in and out of a wheelchair etc.) • Giving advice

	<p>Shopping for patients (e.g. taking cash from patients to go to the shops/vending machines etc.)</p> <ul style="list-style-type: none"> • Stripping down beds and/or tidying away soiled linens
Skills, Attitudes and Experience needed	<ul style="list-style-type: none"> • Experience working with/volunteering with children would be desirable • Confident communicator with a good grasp of English (this includes verbal, written and listening skills) • Non-judgemental, able to demonstrate sensitivity and patience • Reliable and committed • Clear demonstration of empathy and an understanding of the needs of patients and their families • Proactive in approaching patients, and able to work independently within role boundaries • Able to follow instructions and a willingness to learn • Adaptable to new situations and people, with the ability to adapt communication styles to individual needs • 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 children and therefore you will be asked to join the PVG scheme to work with children. If you are already a member, your membership will be updated.</p> <p>This will be requested for you and paid for by NHS Lothian, you do not need to apply for or pay for this yourself.</p>
Training	<p>Training will be given on all aspects of the role.</p> <p>Manual handling training must be completed prior to pushing wheelchairs.</p>
Support /Supervision	<p>Day to day support will be provided to you by the Play team and Emergency Department team. Ongoing training and support will be provided to you by the Voluntary services team.</p>
Expenses	<p>Out of pocket travel expenses will be reimbursed in line with NHS Lothian's Volunteer Expenses Procedure</p>

NHS Lothian Volunteering – Role Description



How to apply / what happens next	<p>Complete our online application form here: https://www.nhslotthian.scot/getinvolved/volunteering/online-application-form/</p> <p>Volunteers will be invited to attend a semi-formal interview, followed by mandatory training, relevant Disclosure Scotland check and a local induction for their chosen role.</p>
Role created date	<p>Reviewed June 2024 2nd Review May 2025</p>