

Role Title	Outpatient Department (OPD) Assistant
Purpose of the role	To assist staff in the smooth running of OPD within Children's Services
Where	Royal Hospital for Children and Young People, St John's Hospital and Lauriston Buildings
When	Volunteering hours will typically take place Monday to Friday <ul style="list-style-type: none"> • 9am to 5pm
Tasks to be undertaken	<ul style="list-style-type: none"> • Ensure a welcoming atmosphere for all patients and relatives when they attend the OPD • Direct patients and relatives within the department • Pass patient labels/notes to and from reception to clinical areas • Provide support and entertainment to children while they are waiting for appointments e.g., with toys and arts & crafts • Replenish leaflets and information when required • Complete surveys (non-medical) with patients as required • Escort patients from one area of the hospital to another, as directed by staff. This may include pushing patients in wheelchairs. • Clean chairs when patients leave • Ad hoc answering the phone to record messages for the attention of a member of staff
Tasks not to be undertaken	<ul style="list-style-type: none"> • Medical care including first aid • Personal care – e.g., toileting, changing • Manual handling of patients – assisting to stand, transferring from bed to chair, getting in and out of a wheelchair • Recording and checking patient notes • Booking in appointments for patients • Giving advice
Skills, Attitudes and Experience needed	<ul style="list-style-type: none"> • Good communication and listening skills in English (this includes both written and verbal communication) • Able to follow instructions and a willingness to learn • Understanding of when to step aside when patients are being attended to by the medical team • Ability to adapt communication styles to support the different communication needs of patients

	<ul style="list-style-type: none"> • Non-judgemental and sensitive approach, understanding that some patients may be worried or upset and some may have to wait to be seen • A confident, articulate and personable manner, with understanding and empathy • A commitment to delivering high standards and a quality service • Adhere to all health and safety and fire regulations and to co-operate with the NHS in maintaining good standards of health and safety. • A good understanding of and adherence to NHS Lothian confidentiality policy • Ability to work independently within role boundaries • 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>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>
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 ward or department your volunteering is based within. 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>
How to apply / what happens next	<p>Complete our online application form here: https://www.nhslothian.scot/getinvolved/volunteering/online-application-form/</p> <p>Volunteers will be invited to attend a semi-formal interview, followed by mandatory training and a local induction for their chosen role.</p>
Role created date	<p>Reviewed May 2024</p>