

<b>Role Title</b>	Ward Visitor (Children's Services)
<b>Purpose of the role</b>	Socialising with patients who are spending time in hospital and offering visitors the opportunity to have a break.
<b>Where</b>	Royal Hospital for Children and Young People
<b>When</b>	Shifts available Monday to Sunday, outside of patient mealtimes.
<b>Tasks to be undertaken</b>	<ul style="list-style-type: none"> <li>• Visit and spend time with patients who are within our care in the Royal Hospital for Children &amp; Young People</li> <li>• Provide a listening ear for patients who would like to talk</li> <li>• Play games, read books, complete puzzles etc. with patients either at their beds or in the designated play areas within the ward</li> <li>• Bring any concerns about a patient to the attention of a member of the clinical staff</li> <li>• Escort unaccompanied family members/visitors (over 16 years old) to other areas of the hospital</li> <li>• Escort unaccompanied patients and/or family members/visitors (under 16 years old) to other areas of the hospital – <b>with signed consent</b></li> <li>• 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 – <b>with signed consent</b></li> </ul>
<b>Tasks not to be undertaken</b>	<ul style="list-style-type: none"> <li>• Medical care, including first aid</li> <li>• Personal care (e.g. taking a patient to the toilet, brushing teeth etc.)</li> <li>• Provide assistance to patients with eating meals</li> <li>• Manual handling of patients (e.g. assisting to stand, transferring from bed to chair, getting in and out of a wheelchair etc.)</li> <li>• Giving advice</li> <li>• Shopping for patients (e.g. taking cash from patients to go to the shops/vending machines etc.)</li> <li>• Stripping down beds and/or tidying away soiled linens</li> </ul>
<b>Skills, Attitudes and Experience needed</b>	<ul style="list-style-type: none"> <li>• Experience working with/volunteering with children and younger people would be desirable</li> <li>• Confident and proactive communicator with a good grasp of English (this includes verbal, written and listening skills)</li> <li>• Ability to adapt communication styles to support the different communication needs of patients</li> <li>• Non-judgemental and sensitive approach with a willingness to learn</li> </ul>

	<ul style="list-style-type: none"> <li>• Patience, understanding and sensitivity to the needs of patients, their families</li> <li>• Adhere to all health and safety and fire regulations and to co-operate with the NHS in maintaining good standards of health and safety</li> <li>• A good understanding of and adherence to NHS Lothian confidentiality policy</li> <li>• Ability to work independently within role boundaries</li> <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 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><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>Training</b>	Training will be given on all aspects of the role.
<b>Support /Supervision</b>	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.
<b>Expenses</b>	Out of pocket travel expenses will be reimbursed in line with <a href="#">NHS Lothian's Volunteer Expenses Procedure</a>
<b>How to apply / what happens next</b>	<p>Complete our online application form here:  <a href="https://www.nhsllothian.scot/getinvolved/volunteering/online-application-form/">https://www.nhsllothian.scot/getinvolved/volunteering/online-application-form/</a></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>
<b>Role created date</b>	<p>July 2020</p> <p>Reviewed May 2024</p> <p>2<sup>nd</sup> review May 2025</p>