Volunteer Role Description
Emergency Department Volunteer

Location: Emergency Department – St George’s Hospital

Hours: Flexible over Monday to Sunday with a minimum commitment of 2 hours per session. You must be able to commit to a regular shift each week.

Accountable to Voluntary Services Manager: Zoe Holmes

Responsible to Volunteer Supervisor: Nurse in Charge

Role of the Department: Care provision to acutely unwell patients and patients accessing unscheduled care.

Main Aims:

The prime role of the Emergency Department Volunteer would be to form part of a dedicated team of volunteers offering support to staff and non-medical assistance to patients accessing our emergency services.

Key Duties:

- Serving refreshments and replenishing water jugs
- Keeping the waiting rooms tidy
- To meet and greet patients in the triage area and ensure they are seated in the right waiting area.
- To ensure patients know where facilities are located.
- To carry out Friends and Family surveys, you will facilitate discussion and encourage patients to complete the Friends and Family Test, helping those who need assistance to complete the survey.
- Helping visitors to find their family member or friend if they have been admitted
- Spending time with patients who are on their own
- Referring any patient concerns about their clinical care to a nurse.

Personal Specification

- This is not a clinical role and you will not be shadowing or assisting staff however volunteering in this demanding environment will expose you to many aspects of the Emergency Department so being clam and composed in these situations is essential
- Attention to detail
- Ability to change direction of work to meet new demands
- Good listening and communication skills are essential
- Patience and composure
- A caring, sympathetic, sensitive manner and a non-judgmental approach
- Reliable/dependable/flexible
- Understanding of confidentiality
- Have a positive outlook and enthusiastic approach
- Able to work independently without direct supervision

**What can the volunteer gain from volunteering in the Emergency Department:**

- A greater insight into the workings of a busy emergency department
- Working within a committed team
- Knowledge that volunteering is contributing to patient care
- Supervision and support from a team of specialist nurses
- Induction to the hospital and the emergency department
- Involvement with departmental training
- References (on completion of 6 months minimum commitment)

**A volunteer is a valued member of the Trust and is expected:**

- To volunteer within the guidelines agreed by Voluntary Services and named Volunteer Supervisor
- To carry out their duties with consideration and respect to all staff, general public, Foundation Trust members and patients at all times
- To maintain confidentiality at all times
- To maintain good standards of communication with staff, general public and patients at all times
- To comply with all Trust Policies

**General information**

Volunteers should not undertake duties outside this role description without checking first with their Volunteer Supervisor.

Volunteers must not undertake any manual handling tasks if not had the appropriate training.

A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient’s treatment or assist with anything of a clinical nature.

Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients’ affairs with any person other than the relevant staff.

Volunteers are in place to complement the work of the paid staff and are not used to replace roles that are usually undertaken by paid hospital employees.

Volunteers should receive regular support and supervision and training where applicable.

Volunteers are bound by the “Volunteer Agreement” which includes their rights and responsibilities, and Trust Policies also apply to volunteers.