

## **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:** ED 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 (tea/coffee/water/sandwiches) and replenishing water jugs, cups etc in all areas of ED (checking with nurse in charge to see if there is any patient that is nil by mouth or not suitable to attend to)
- Keeping the waiting rooms tidy
- Help to tidy bed spaces
- Checking in the waiting room seeing if anyone may need help
- To meet and greet patients in the streaming/initial assessment area/reception ensure they are seated in the right waiting area
- Accompanying patients to the Urgent Treatment Centre – also part of the shift you could be based there to help
- To ensure patients know where facilities are located
- Helping visitors to find their family member or friend
- Checking if patients require anything additional for comfort (blanket/pillow etc)
- Talking to patients and 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 calm 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.

All Volunteers will be expected to attend MAST Volunteer Induction and receive a local induction upon arrival of their first shift.