

Volunteer Role Description Endoscopy Discharge Lounge Helper

Location:	Endoscopy Unit 1 st Floor St James Wing
Hours:	Minimum three hours per week. Available shifts: Monday AM, Wednesday AM, Friday AM and PM
Accountable to:	Voluntary Services Manager – Zoe Holmes
Responsible to:	Vicki Hedley - Lead Nurse Endoscopy Services

Main Aims:

- To provide a welcome and friendly environment in the discharge lounge.
- To promote a feeling of comfort and safety to clients who have undergone procedures in the endoscopy unit.
- To help and support clients and staff within the endoscopy unit's discharge lounge.

Key Duties:

- Hospitality duties.
- Prepare and serve tea to those waiting discharge after endoscopy procedures.
- Provide a friendly, relaxed environment for all clients within the discharge lounge.
- Escort patients to main reception as needed.

Personal Specification

- Ability to communicate well with people.
- Ability to show empathy to patients.
- Able to make a cup of tea or coffee and deliver to the client as requested.
- To ensure the kitchen area is clean and well stocked at all times.

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 or physical patient contact.

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.