Volunteer Role Description
Discharge Volunteer

Location: Various wards

Hours: Flexible

Accountable to Voluntary Services Manager: Zoe Holmes

Responsible to Volunteer Supervisor: Community Partnerships Coordinator/Nurse in Charge

Main Aims:

This is an active role where volunteers assist staff and patients in the hospital. Volunteers respond to a variety of tasks, such as welcoming visitors, helping to support patient flow, giving directions, providing wheelchairs, delivering pharmacy medicine to wards, taking samples to the laboratory, supporting the patient discharge process, identifying patient/carer needs and supporting patients to complete relevant surveys. This is a varied and interesting role which provides insights into many different parts of the hospital. It involves frequently interacting with staff and patients.

You will play a vital role in easing the pressures on hospital staff by responding directly to requests from the wards. You will also play a key part in improving patient experience and reducing waiting times for discharge.

Key Duties:

- Collect pharmacy paperwork and prescriptions as instructed, from wards and departments as directed
- Deliver packages from pharmacy to wards and departments as directed
- Welcome patients and visitors to the Discharge Lounge
- Provide information to patients
- Collect specimen samples from wards and take them to Pathology
- Collect equipment and take to wards / discharge lounge
- Assist patients / visitors complete Friends and Family Test (FFT) questionnaires prior to discharge
- Completing a discharge checklist with patients, helping patients to call relatives (identifying and supporting unpaid carers as needed)
- Identify any support agencies that may be able to support the patient at time of discharge
- Promote patient centred care by identifying any accessibility requirements and sharing this information with relevant ward staff
- Promote patient centred care by identifying members of the Armed Forces Community, linking in with the Patient Experience Team to facilitate the recording of this information, and any visits and and/or support information

- Promote patient centred care by identifying if the patient has an unpaid carer and sharing this information with relevant ward staff

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.