

# Volunteer Role Profile

Volunteer Role

**Emergency Department Support Volunteer**

Volunteer Manager

**Voluntary Services Manager**

Where you will be based

**Hospital**

## Why we want you

The Emergency Department (ED) provides a demand-led service to patients brought in by Ambulance and other means including private transport. The service provided ranges from treatment of minor conditions to the treatment of life-threatening conditions such as cardiac arrest and major trauma. In addition, some patients are followed up in minor trauma/eye clinics which are held in the department.

We require passionate and outgoing individuals to ensure the comfort of patients and their relatives who may be waiting in the Emergency Department. Assisting the team with various duties to enable clinicians to carry on with their clinical duties.

## What you will be doing

- Making refreshments and caring for relatives of patients who are receiving treatment or waiting for the results of tests or treatment
- Assisting with the distribution of meals
- Assisting the Housekeeper unpacking and distributing stores
- Assisting the Healthcare Assistant (HCA) with patient trolleys
- Providing clerical support (photocopying and filing) when required

## The skills you need

- Excellent communication skills
- Confidence when communicating with patients, relatives, staff and members of the public,
- Willing to treat all people with politeness, dignity and respect
- Ability to work on own initiative (within remit) and as part of a team
- To be calm and have a caring and compassionate attitude
- To be able to follow instructions
- To be able to liaise with professional staff at all levels

## What's in it for you

- This is a fabulous opportunity to meet and work alongside new people
- An opportunity to develop personal skills and gain experience
- Full support, local induction and eight e-learning modules, including Confidentiality, Safeguarding and Equality and Diversity

- Supporting an invaluable service to your local hospital and community
- Gain insight into the workings of a hospital
- Help patients to have a positive hospital experience
- Reimbursement of agreed 'out of pocket' expenses and (if your shift is long enough) a voucher towards refreshments in our restaurant, following the relevant volunteer policies
- A reference for future volunteering or employment, after 6 months/72 hours of service

## **Disclaimer**

We request two references and conduct DBS checks for all volunteers.

We require all volunteers to attend the Trust Induction and complete an e-learning programme prior to starting any volunteer role.

ALL volunteers need to have up to date vaccinations, including those against Covid.

ALL volunteers must comply with relevant PPE requirements for the role.