



## Volunteering Service

### COVID – 19 Response Volunteer – Role



**Location:** Inpatient Facilities

**Purpose of the role:** To support hospital staff, patients and family during COVID-19

**Key tasks:** To respond to requests as directed by the Volunteer Co-ordinator for example:

- Provide direction and assistance, via meeting and greeting families/visitors
- Reducing isolation and loneliness for non Covid patients
  - including supporting vulnerable older patients with Dementia, children/babies.
- Running errands e.g. Prescriptions from Pharmacy/Meals for staff
- Deliveries of non-perishable goods/equipment/resources
- Delivery bags of clothing and items to and from wards
- Support with basic admin. duties /reception

**Details of any specific skills/attributes required by volunteer:** This role is evolving as new requests emerge. The volunteer is asked to be flexible with regard to the duties needing to be undertaken.

- Computer literate and have access to computer & smart phone
- Good communication skills
- Ability to relate well to people on a one to one basis and be sympathetic to others' situations
- Patience, empathy and non-judgemental approach
- Reliable
- Respect confidentiality
- Positive outlook and enthusiastic approach
- Willingness to work without direct supervision

**Benefit to the volunteer, what can you gain from the role?:**

- Working within a committed team to provide support to staff, patients and families in this time of national crisis
- Knowledge that volunteering is enhancing the patient's experience by releasing staff to provide patient care
- Supervision and support from a named member of staff
- Providing help in a time of need.

The safety of our volunteers is paramount, volunteers will not be asked to carry out tasks they have not been trained to do or do not feel comfortable doing. Volunteers will be carrying out roles within low risk areas and will not duplicate the role of staff.

Support will be provided to volunteers via the Volunteer Co-ordinator and named staffed person in your placement.

**Disclosure Scotland:** Standard Disclosure is required for this role.

**Health & Wellbeing:** We understand during this time that your ability to carry out your volunteering role might change due to your health and wellbeing or that of your family. It is your responsibility to inform the Volunteer Co-ordinator of any changes or concerns you have.

