

Hospital Support Volunteer

Foresterhill Site and Hospital Buildings Lockdown

NHS Grampian are looking for volunteers to help support this important work during Covid-19. The Hospital Support Volunteer is a public facing role, and therefore you will have excellent communication and customer service skills. Volunteers may deal with sensitive situations during their shift, however, you will be working alongside members of NHS Grampian staff and will be supported in your role.

Volunteers may be required to stand for extended periods of time and will be working mostly outside so will be required to dress according to weather conditions. Volunteers will receive a voucher which can be used to buy tea / coffee and something to eat during their shift.

In this role you will help members of the public visiting the hospital and will have an opportunity to work alongside likeminded people and support your community.

Hospital Support Volunteers provide a vital role which is valued and appreciated by NHS Grampian.

A PVG certificate is preferred, however, NHS Grampian will apply for one if one if it is required for you to undertake your role.

Shifts available 7 days a week:

8 am – 11 am

11.30 am – 3 pm

3 pm – 6 pm (5pm at weekends)

Hospital Support Volunteers - Role Overview and Direction:

- Around the entrance to our hospital buildings (and at car park/site entrances) there will be posters displayed explaining the lockdown, why it's happening and who is allow to visit.
- For those who believe they would be allowed to visit, they will be directed by posters to line up at 2 meter intervals at building entrances (taped out like Tesco), so they can show the lockdown support volunteer proof of visiting rights, or explain why they should be visiting if no proof.
- If the person has a valid reason or proof they are allowed to enter and should be asked to use the hand sanitizer on their way in.
- If the person does not have a valid reason they should be told we are sorry but they can't enter and directed to look at posters displayed explaining why and who can enter.
- If the person wishes to make a complaint or appeal, they should be directed to a stand with flyers that they can take away which explains how they can do this.
- If at any time during this volunteer role you feel worried for your safety you should say you are only a volunteer following the rules and that you have been told to phone the police if they do not leave and then call 101/bleep the site manager/security for support.

- The Person on the door before you should provide handover and guidance if it is the first time you have undertaken the role. Members of staff will be allocated to you each day and will try and touch base with you during your shift.
- You will be provided with a phone. The phone can be collected from the radio room/discharge hub. Please ensure if you are the last person on the rota you return it to the charge overnight and it is charged overnight.
- As per infection control guidance, volunteers are not required to wear a protective mask or apron whilst on front door duty.
- All NHSG staff have been advised several times by email that they will be required to show ID.
- Staff should not be travelling in their uniforms/scrubs. There are some exceptions (community etc) but should be able to provide a valid answer when challenged.
- Staff must gel their hands on the way in and on the way out.
- There should be a significant reduction in the number of people visiting the hospital.
- Establish the purpose of their visit and direct them to the appropriate area. If unsure please contact the ward or area the patient or attendee think they are going.
- There will be a laminate of the ward numbers so that you can contact the wards if you need to. No visitors are allowed up to collect or drop of clothing etc or to collect a patient being discharged. The ward staff will come to the front door once you contact them.
- Mail can be taken.
- Children are not allowed in the hospital (unless a patient as RACH).
- Maternity must always be contacted to establish when partners can and cannot be allowed in.
- Palliative/End of Life Visitors are permitted but please check with the wards where possible.
- Finally, please leave all laminates with the phone back on the charger at the end of the night in the discharge hub.

If you would like to register your interest in volunteering within hospital sites for NHS Grampian, and you are NOT considered to be a person at increased risk, please click the following link where you will be asked to provide us with further information

<https://pcocomplaints.limequery.com/index.php/286984/lang-en>