



Volunteering Service



COVID-19 Response Volunteer Role Description

Location: Ninewells Hospital, Dundee.

Purpose of the role: To support hospital staff during COVID-19 pandemic.

Key tasks:

To respond to requests as directed by the Volunteer Service Manager for example:

- Deliveries of non-perishable goods/equipment/resources
- Delivery of food parcels donated by businesses
- Putting together packs e.g. recruitment packs/staff wellbeing parcels
- General assistant roles e.g. administrative tasks
- Provide direction and provide assistance with doors
- Running errands for staff/delivering mail/newspapers/menus

Details of any specific skills/attributes required by volunteer:

- 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

What the volunteer can gain from the role:

- Working within a committed team to provide support to staff 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.

This role is evolving as new requests emerge. The volunteer is asked to be flexible with regard to the duties needing to be undertaken.

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.

Support will be provided to volunteers via the Volunteer Hub located on the concourse opposite main reception on level 7.

