

Volunteer Role Description

Role Title	Ward Helper
Purpose of the role	To support patient care and smooth running of wards
Where	All hospital sites as demand required
When	As required –evening and weekends possible
Tasks to be undertaken	<p>Tasks include;</p> <ul style="list-style-type: none"> • Support the distribution of food and drinks to patients • Assist and prompt patients to eat their meals as directed by Ward Staff • Support the cleaning up of dishes and cups following mealtimes • Help patients to complete menu cards • Hospital shop errands for patients if necessary • Visit with patients to help them stay mentally active and manage any anxieties caused by a reduction in family visitors • Accompany patients to other areas of the hospital as required • Answering telephones on ward and fielding enquiries or taking messages • Stocking up supplied • Minor errands for staff
Skills, Attitudes and Experience needed	<ul style="list-style-type: none"> • Strong verbal communication skills • Non-judgemental and sensitive approach • Positive attitude <p>Please note training will be given on all aspects of the role</p>
Support /Supervision	Support will be provided by the Ward Team and from the VSM Team.
Expenses	Agreed out of pocket expenses which are incurred when carrying out this volunteer role will be reimbursed in line with the NHS Lothian volunteer expenses policy and signed off by the VSM.
How to apply / what happens next	Application Pack, Informal interview, Training, References Health Status checks, Disclosure/PVG
Created, by whom	Jane Greenacre Feb 2020