

Things to know

Location

*A&E Department: Royal Preston
Hospital or Chorley District Hospital*

Reports to

Ward Manager/ The Volunteer Manger

Time Commitment

2 hours per week

Checks Required

DBS

Occupational Health

References

Expenses

Reimbursed travel to/ from location on
day of volunteering

Personal Requirements

- Confident when communicating with staff, patients & general public
- To display levels of empathy and understanding at all times
- Always smart and presentable and always wearing Trust ID badge
- To display and emulate the Trust Values
- Understand the importance to stay within the boundaries of the role description
- Act with integrity, sensitivity and understanding

A&E Volunteers

OUTLINE OF DUTIES

To provide friendly and compassionate support to patients who are on the wards and to assist the staff on the ward.

MAIN TASKS

- Talk to patients in A&E
- Reassure patients who are anxious or nervous
- Serve beverages on the ward and support staff at meal times
- Restocking shelves and or trolleys
- To report any issues to a member of the nursing team
- To ensure patients confidentiality

TRAINING AND SUPPORT

- Trust Mandatory Training- *to be refreshed every 3 years*







- ✓ *Fire safety*
- ✓ *Health and Safety*
- ✓ *Infection Control (Level 1)*
- ✓ *Human Rights*
- ✓ *Moving and Handling (level 1)*

Volunteers will also have to complete some additional training due to the nature of the role:







- ✓ *Dementia Awareness Training*
- ✓ *Information Governance Training*

- Support will be provided by the volunteering department who will have regular catch up's to support your progress.

BENEFITS TO VOLUNTEERS

	Opportunity to help/support patients during a difficult time
	Ongoing support and supervision sessions
	Making friends with other volunteers and meeting new people
	Awards in recognition of volunteering contribution
	Free parking
	All volunteers qualify for a Blue Light Discount Card- please ask for further details.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures		
Excellent communication skills		
Ability to work as an individual and as part of a team		
Reliable and punctual		
Willingness to undertake training		
Experience of volunteering		
Experience of a healthcare setting		