

Volunteer Role Description

Role Title	Ward Visitor/Befriending
Purpose of the role	Socialising with patients who do not get visitors or offer a break to visitors
Where	Lothian Wide
When	Visiting Times- variable
Tasks to be undertaken	<ul style="list-style-type: none"> • Visit and chat to patients who do not get visitors, or offer a break to visitors and provide a welcoming atmosphere • To bring to the attention any concerns about patients to a member of staff
Tasks not to be undertaken	<ul style="list-style-type: none"> • Feeding of patients unless training has been undertaken • Manual Handling of patients e.g transferring from bed to chair • Providing any medical or personal care • Answering the telephone on the ward
Skills, Attitudes and Experience needed	<ul style="list-style-type: none"> • No previous skills are required as training will be given • Reliable and punctual • Willingness to learn • A confident, articulate and personable manner, with understanding and empathy (this may not be appropriate for all roles) • A good understanding of confidentiality • A commitment to high standards and quality service • Reliable and committed • Patience, understanding and sensitivity of the needs patients, their families • Adhere to all health and safety and fire regulations and to co-operate with the NHS in maintaining good standards of health and safety. <p>Training on all aspects of the role.</p>
Support & supervision	Voluntary Services Team and Charge Nurse on wards
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, Occupational Health Check Disclosure/PVG
Date created, by whom	Denise Claxton July 2020