

Volunteer Role Description

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| Role Title | Welcome Guide (Incorporating Pharmacy Runner) SJH |
| Purpose of the role | To welcome visitors to the hospital and to support reduced delay during discharge |
| Where | Acute Hospitals across Lothian |
| When | Mon-Fri 9.30am-3.30pm |
| Tasks to be undertaken | <p>Tasks include;</p> <ul style="list-style-type: none"> • Welcome visitors to sites • Provide directions to the appropriate department/ward • Escort those who require additional support to correct location • Encourage the use of hand gel and the wearing of masks • Liaise with portering service when wheelchairs are required • Take deliveries to wards as appropriate e.g. things dropped off for patients by families (if required) • 10am and 1pm visit each ward to collect the discharge letters and then take to Pharmacy Dispensary. • Respond to pager for the ad hoc collection of discharge letters/ prescriptions requests from wards and take them to pharmacy • Respond to pager for the ad hoc collection of prescriptions from the pharmacy and take them to wards |
| Tasks not to be undertaken | <ul style="list-style-type: none"> • Preventing entrance to hospital/security tasks • Providing first aid or managing any kind of health need • Pushing wheelchairs (additional training is required for this) • Supervision or management of other volunteers • The giving of advice • Any medical or personal care task |
| Skills, Attitudes and Experience needed | <ul style="list-style-type: none"> • Strong verbal communication and people skills • Non-judgemental, patience, understanding and sensitivity of the needs patients and their families • Positive attitude, willingness to learn, reliable, punctual and committed • Confident, articulate and personable manner with understanding and empathy • A good understanding of confidentiality • Ability to walk/self-travel significant distances during a volunteering shift • A good understanding of the layout of the hospital and good sense of direction (extra training will be offered) • Attention to detail to ensure the correct medication is delivered to the correct place • Honest and trustworthy • 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>Please note training will be given on all aspects of the role</p> |

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| Support /Supervision | Support will be provided by Voluntary Services Manager with day to day task allocation from Pharmacy Teams |
| 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, Health Status checks, Disclosure/PVG |
| Created, by whom | Claire Garton Nov 2021 Updated Dec 2022 |