

EMERGENCY DEPARTMENT VOLUNTEERS

Daily shifts are:

8am-10am	10am-1pm	1pm-4pm	4pm-7pm
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Reporting to: Nurse in charge of shift. Head of Department: Matron

Tasks include (depending on chosen shift):

- Making drinks
- Ordering and collecting provisions from patients' kitchen
- Ensuring supply of crockery and cutlery from Regen kitchen and returning used items.
- Mealtime assistance (offering handwipes, encouragement to eat, etc)
- One to one feeding support (following specific training)
- Disinfect used beds and fit new sheets
- Patient experience surveys/Friends & Family Test feedback
- Being a friendly and supportive presence for both patients and relatives
- Ensuring supply of wheelchairs in Reception area and Ambulance station
- Disposal of dirty linen bags and replacing with new
- Re-stocking linen, sick bowls, towels, wipes, etc
- Taking patients to X-Ray department/discharge lounge
- Running errands for both staff, patients and relatives
- Wayfinding for visitors
- General tidying and stocking up of gloves, hand gel, aprons, etc
- Check patient information posters and leaflets are present and upto date
- Reporting any patient requests to nursing staff.
- Other tasks which may from time to time be agreed with nursing staff

Person Specification

- Share the Trust's value "Where People Matter"
- Approachable and friendly personality
- Good communication and listening skills
- Calm nature and is not easily flustered
- Has an interest in excellent patient care
- Has the ability to work under their own initiative as well as part of a busy staff team
- Reliable, committed, high integrity, honesty and trustworthiness
- Caring and compassionate

Training

- Nutrition support/feeding patients
- Sensory awareness
- Dementia friends
- Patient handling/bed repositioning