Volunteer Role Description

Volunteer Helper, Accident and Emergency

Where: Volunteers will be in one of the Accident and Emergency units in Lanarkshire. A&E units are sited in Wishaw General, Monklands and Hairmyres Hospital.

When: Volunteers times are agreed with clinical staff in A&E, but are likely to be in the evening or at weekend. Volunteers would be expected to agree to one 2 hour session a week.

Expenses: Volunteers are entitled to claim out of pocket expenses in line with the NHS Lanarkshire Volunteering Policy.

Role: Volunteers can be asked to carry out a range of tasks within the Emergency Department. This may include sitting with a patient who has no-one with them, providing information to relatives, observing the waiting area and escorting people to X-Ray.

Skills and Experience the volunteer would require:

Volunteers do not need to have any prior work experience in the care field but we would expect volunteers to have the following qualities.

- Be able to work as part of a team as well as individually
- Be good natured and patient
- Be able to work within Health and Safety and infection control protocols
- Be able to maintain confidentiality
- Have good interpersonal skills
- Have an understanding of mental health issues and be prepared to attend awareness training.
- Be willing to attend refresher training on an annual basis.

As this volunteer role will bring you into contact with patients any potential volunteer will have to undergo a Disclosure Scotland Criminal Record Check and an Nhs Lanarkshire Occupational Health Pre-Volunteering Health Screening.

To find out more contact:

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