



Role: Accident & Emergency volunteer

Purpose:

The Emergency Department Volunteer will improve patient and relative experience of the Emergency Department through offering both practical and emotional support. You will support staff in the efficient running of A&E. You will display a helpful and friendly approach to all patients, visitors, staff and colleagues.

The emergency department in Chelsea & Westminster Hospital is one of the biggest in the country.

Duties (what you will be doing):

- Meet and greet patients and relatives attending in the department;
- Help in giving directions and whereabouts in the department;
- Sitting with patients and/or relatives who are anxious or on their own;
- Attending to patient's needs and other concerns and escalate to the named nurse/doctor for prompt actions;
- Supporting the family and friends of patients who have been admitted;
- Providing drinks and refreshments to patients, friends of patients and their families;
- Keeping patients up to date with developments concerning their wait times;
- Helping patients contact relatives/friends carers, explaining how to get to A&E;
- Accompanying patients to other areas of the hospital for investigations;
- Delivering to and collecting from other hospital departments;
- Helping to prepare trolley beds to accommodate new patients (with additional training);
- Keep regular-use items stocked up: gloves, wipes, sheets, gowns etc.
- Helping to keep waiting areas clean and tidy;
- Encouraging patients to complete the A&E patient survey by text following their discharge

Boundaries (what you won't be doing):

- Perform any clinical procedures / investigations including vital signs monitoring;
- Give medical advice i.e. treatment and management plans;
- Accept phone calls from other departments unless advised to do so;
- Participate in any moving and handling of patients without authorisation or support;
- Observe / perform 1:1 monitoring of patients with mental health or alcohol / drug-related problems;
- Involve yourself with any patient records or other matters concerning data protection;

Covid restrictions:



Please check in with the Nurse-in-charge for restricted bays and do not rely on entry posters.

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Time commitment:

- Shifts are available daily from 1 to 5pm and 5 to 9pm
- Volunteers must commit to at least one shift per week for a minimum of six months

Location

Chelsea and Westminster Hospital, 369 Fulham Rd, London SW10 9NH

Requirements of the role:

Age: You must be 18 years or older to volunteer in this role

Accessibility: This role is in a busy department and requires that volunteers have good mobility.

As a volunteer you will embody the Trust's values:

- Putting patients first
- Responsive to, and supportive of, patients and staff
- Open, welcoming and honest
- Unfailingly kind, treating everyone with respect, compassion and dignity
- Determined to develop our skills and continuously improve the quality of care

Skills and other requirements:

- You must sign in and out of shifts using the My Impact app – this is essential so the volunteering service knows your whereabouts
- You must be self-motivated; with an ability to think on your feet and work independently
- You must operate within the boundaries of this role for your own safety
- You must be punctual and dependable
- You must have a professional and friendly demeanour
- You must be resilient – you will see patients in the hospital who will be distressed and in pain – some people can find this distressing – strong people skills and resilience are a must
- You must be a team player and ability to develop relationships with colleagues in our operational teams
- You must follow Trust guidelines on reporting any Covid symptoms, practising social distancing, wearing PPE (which the Trust provides), and practising good hand hygiene
- If you are not sure of a task or of using PPE, you must ask for help at any time

Pre-placement checks and training:



- You must have an enhanced criminal record check (DBS) for this role. If you do not have one already then we can organise and pay for one
- You will need to complete a Health Assessment Survey before your placement
- You will receive a Core volunteering induction
- You must complete the Information Governance module before your first shift
- You will also receive a local induction

You must complete pre-placement training and also attend a briefing session during your first shift, where you will be shown how to use Personal Protective Equipment appropriate for the different areas. You will also shadow an existing volunteer where possible.

Supervisors:

Emergency Nurse Practitioner
Senior Nurse

Please report to the supervisor or the Nurse-in-charge at the start of your shift. They will be responsible for supporting you while you are on shift.

Personal development:

This role will provide an insight into a busy department in the hospital. You will gain an insight into a key part of the hospital environment and will develop important transferable skills such as communication, problem solving and teamwork. You will also play a small but vital front-line part in supporting patients.