

## Volunteer Role Description

### Organisation Name

East Kent Hospitals University NHS Foundation Trust

**Role Title:** Generic support for ED

**Location of position:** Emergency Department- WHH, K&C and QEQM

**Responsible to:** shift nurse in charge

**Purpose/ summary of role:** Provide refreshments to patients and visitors within ED, general errand running (i.e. taking documents to and from other departments). Engaging with patients and visitors, reassuring patients.

**Time Commitment:** days/times as available

**Skills required:** personable, awareness of confidentiality, ability to cope with a busy environment with some challenging scenarios.

### Training and Support:

Full training on all aspects of the role.  
Regular updates on organisational activities.  
Support, advice and guidance.

### Reimbursement of expenses:

Out of pocket expenses will be reimbursed:

- mileage costs @ 45p per mile
- public transport

### Contact :

Head of Volunteering and Public Services

