

Volunteer Role Description

Emergency Department Support

What is the Emergency Department?

The Emergency Department is the first point of contact for patients needing emergency treatment within the hospital. The types of patients that visit the department are in critical need of care and assistance and need to be seen and responded to quickly. This means that the clinical staff are usually extremely busy and need help when carrying out non-clinical but important tasks.

Why we need your help?

Attendances at the emergency department continue to remain high and the pressure on our staff are working under very busy circumstances. We need your help to alleviate pressure from staff by helping with COVID procedures as patients enter the department.

We also would like volunteers to support staff by helping with non-clinical tasks such as making patients and visitors refreshments and befriending lonely patients.

What does an Emergency Department Support Volunteer do?

- Helping with any COVID procedures as patients enter the department.
- Alerting staff when a patient or visitor has COVID symptoms so they can assess and make the next steps.
- Offering appropriate patients, carers and visitors drinks.
- Befriending and listening to patients - especially those who have come in alone.
- Offer to get chairs for relatives and carers waiting with patients.
- Offer patient toiletry packs.
- Help patients to fill in a patient survey.
- Wipe down chairs.

What you will gain from this role?

- The opportunity to see how a busy department works.
- The opportunity to support NHS staff in the emergency department.
- Help keep the hospital safe in line with COVID guidelines.
- Help patients feel cared for and listened to.
- Be part of a wider team within the hospital.
- Receive support and training from staff within the area.
- Meet new people every day.

What skills or experience do you need?

- Excellent communication skills – talking and listening to patients and staff – with a good standard of oral English.
- Understand and comply with confidentiality requirements.
- Have a professional and friendly demeanour, and able to work in a team
- Be committed to the role and attend regularly.
- Be punctual and dependable.
- Within the boundaries of your role, be self-motivated and able to help without direct supervision
- The ability to know when to seek help – although guidance will be given.

What we won't ask you to do?

- You won't be providing clinical care to patients (ie. doing the tasks which the staff have been trained to do).
- You won't be asked to physically help patients.
- We won't ask you to carry heavy loads.
- We won't ask you to deal with confrontational patients and visitors.

Location

Emergency Department, Derriford Hospital.

Days and times required

Monday to Sunday

09:00-13:00

13:00-17:00

17:00-20:00

Point of contact-

Other requirements

Applicants must be at least 18 to volunteer in this role.

Training Modules

Trust Induction

Manual Handling

Fire Safety



University Hospitals
Plymouth
NHS Trust

Safeguarding

Infection Control

Information Governance (Data Protection and Confidentiality)

Resuscitation Theory

Emergency Department On-Site Training

Application requirements

An enhanced Disclosure & Barring Service check, formal volunteer registration.

For more information or if you have any questions regarding this role, please contact