



Emergency Friend Age restriction 25+

Volunteer role description

We are always looking for the right people, those who are friendly, passionate, empathetic and respectful. They are people who celebrate the richness and uniqueness of our diverse community, staff and volunteers. We are committed to ensuring that no individual or group is disadvantaged or excluded from playing an active part in our organisation because of their ethnicity, gender, gender identity, disability, sexuality, religion, age, class or geographical location. They are people who have a natural positive disposition, reliable and committed. They wear our volunteer uniform with PRIDE (passion, responsibility, innovation, drive and empowerment) beaming with compassion and enthusiasm.

The role of a volunteer is a unique one, activities complement the care and support given by staff, and they do not replace staff or mitigate staff shortages. Whilst volunteers are not staff, they are part of the BHRUT family. Volunteers will not assist with anything of a medical nursing nature, read patients' medical files or share this information, assist with cleaning or repair any item of equipment. As a volunteer you are in a position of trust this should never be abused or used to advantage yourself or disadvantage a patient.

“HEARING THE CRY OF THE HUMAN HEART AND RESPONDING SENSITIVELY”

Many of our patients, especially the elderly and vulnerable, will be feeling very alone and isolated while in our Emergency Department (ED). Our Emergency Friends are reliable, committed and empathetic. They assist patients and relatives to complete the FFT survey; encourage and empower them to share feedback. Emergency Friends support staff in non-clinical tasks, such as filing, calling relatives, tidying areas or running errands to aid discharge home. There is an age restriction for this role, for people aged 25 and over.

A key component is spending time with patients and taking part in activities such as playing games with patients, having a conversation, sitting with patients who have no visitors to help combat loneliness and reassure nervous patients by keeping them company or assist with the supervision of children as required due to patient's treatment. Help patients during mealtimes, issuing hand wipes, serving refreshments and replenishing water jugs, encouraging our patients to eat and support feeding, when trained and clinically safe to do so. Emergency Friends meet and greet patients in the triage/ waiting room area ensuring they are seated in the right waiting area, escort mobile patients to other parts of the hospital, as directed by senior staff advising/ assisting patients and relatives of other services offered by the hospital, ensure patients know where facilities are located and to help patients contact their relatives using an iPad.

Would suit:

Someone who is outgoing and a people person. Patience and empathy are essential qualities.

Commitment:

Usually one morning, afternoon or evening per week.