

## **A&E Well-being Volunteer – Role Description**

<b>Volunteer Role Title:</b>	A&E Well-being Volunteer
<b>Daily Supervision:</b>	Therapeutic Support Programme Team
<b>Accountability/Professional Responsibility:</b>	Therapeutic Support Programme Team
<b>Location:</b>	James Cook Hospital, Middlesbrough
<b>Key Relationships:</b>	Therapeutic Care Team Wards/Departments

Well-being volunteers will be part of the VtC Help force project. The aim of the project is to implement volunteers based within A&E. The well-being volunteers will have additional training in evidence-based support strategies for people with mental ill health, learning disabilities and Autism. They will support patients with either of those diagnoses who present in the emergency department, with an overall aim of improving the patients experience and journey in hospital.

### **Well-being Volunteers will:**

- Provide emotional support to patients through companionship and verbal communication
- Provide reassurance to patients and update staff on any changes
- Support patients with mental health conditions within Accident and emergency
- Support patients with a learning disability and/or Autism
- Offer therapeutic activity or interventions to patients
- Give information to patients around the process of being seen by psyche liaison or the crisis team
- Provide confidential support for anyone requiring a listening ear
- Provide a space where people feel accepted and understood
- Build self-esteem and confidence in others whilst helping them to feel hopeful about the future
- Keep a record on daily log sheet to support data collection and evaluation of the project , please leave log sheets in the therapeutic care office at the end of your session
- Assist staff with practical tasks such as meeting nutritional and hydration needs
- You can support patients in the waiting area if suitable patient is identified by the department staff
- You can go on a transfer with a patient to a ward but a nurse must be present you cannot transfer alone
- Support patient to contact family / carer if required

### **Personal Qualities**

- Tact and sensitivity
- Excellent communication skills particularly in times of distress
- Commitment to the service
- Approachable
- Friendly
- Professional approach

<b><u>Person Specification</u></b>		
<b>Knowledge and Skills</b>		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Method</i>
<ul style="list-style-type: none"> <li>• Able to communicate effectively both verbally and written</li> <li>• Good understanding of the importance of confidentiality</li> <li>• Able to present themselves positively and professionally</li> <li>• Good communication and interpersonal skills</li> <li>• Active listener</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of common mental health conditions</li> <li>• Knowledge of the needs of people with a learning disability</li> <li>• Knowledge of Autism</li> </ul>	N/A
<b>Qualifications, Training &amp; Experience</b>		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Method</i>
<ul style="list-style-type: none"> <li>• Good command of verbal and written English</li> <li>• Committed to undertake training as appropriate for the role</li> </ul>	Experience supporting people with mental health conditions, learning disabilities or Autism.	N/A
<b>Personal Attributes</b>		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Method</i>
<ul style="list-style-type: none"> <li>• Committed, motivated and enthusiastic</li> <li>• Ability to remain calm</li> <li>• Flexible, friendly, caring attitude</li> <li>• Able to work as part of a team</li> <li>• Responsible, reliable, mature, honest</li> <li>• Willing to make the most of training support opportunities</li> <li>• Willing to treat everyone with consideration, dignity and respect.</li> <li>• Accept appropriate supervision and guidance from staff</li> <li>• None judgemental attitude</li> <li>• Ability to show empathy to those experiencing acute mental illness or behaviours</li> </ul>		N/A

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**For more information please contact:**

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[Redacted phone number]



[Redacted email address]