

A&E Buddy – Stoke Mandeville Hospital

Volunteer Role description

Our A&E department in Stoke Mandeville Hospital is one of the busiest parts of the hospital, last year alone we saw over 10,000 patients and we are expecting this number to increase! In developing the service- the 'A&E Buddy' role has been identified, which will make sure that patients and visitors have a valued hospital experience.

A&E buddies will provide a 'link' between patients and staff. They will befriend patients making sure that they have a voice and a positive hospital experience. This is a varied role and volunteers may be asked to simply sit with anxious relatives/patients, to assist with enquiries or handing out water to patients who have been waiting long periods of time. It is therefore important that volunteers are able to use their initiative and happy to work in a fast-paced environment.

Time Commitment: For a minimum of 6 months Monday to Friday Only

Key Tasks:

- To report to the A&E Duty manager at the beginning of your shift and gain an understanding of how the department is functioning on any given day.
- To befriend patients and support their needs in non-clinical ways eg, Provide reassurance, be a listening pair of ears
- Make appropriate enquiries on patient's behalf (referring to pocket guide)
- If authorised by clinical staff- to provide tea/coffee or other refreshments to patients/ relatives or visitors especially those who have been waiting for long periods
- To help patient book transport home eg. Providing information about local transport routes or calling a taxi for them
- To maintain the waiting area ensuring that there is adequate space for wheelchairs, pushchairs etc
- To befriend patients/visitors and relatives who are waiting, providing them with information about waiting times or local amenities.
- To debrief at the end of the session with the duty manager

Desired skills and experience:

- Motivation and willingness to learn and complete training
- Ability to work part of a team
- Understanding of Confidentiality
- Friendly and approachable
- Good interpersonal skills and able to interact with a diverse range of people
- Understands the importance of commitment
- Physically fit; able to stand/walk for 3 hours
- Would understand and apply CARE values

We will provide:

- Supervision and support from a dedicated member of staff,
- Local induction to the ward or Department
- Re-imbursment of travel expenses £0.25 a mile and no more than 20 mile round trip
- Being part of a friendly team
- A busy, fulfilling role
- An opportunity to gain skills and experience