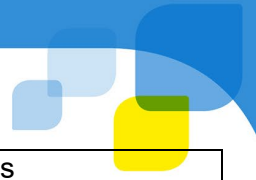


## Volunteer role description – Children’s Emergency Department Volunteer

<b>Role title</b>	Children’s Emergency Department
<b>Named Volunteer Manager</b>	Jessica Spedding Emergency Medicine Consultant, Royal United Hospitals Bath & Bristol Royal Hospital for Children RUH Bath Hospital Children's Emergency Department Clinical Lead Sarah Potter, Senior sister Children’s Emergency Department
<b>Location of volunteering</b>	Children’s Emergency Department RUH.
<b>Role purpose</b>	<p>The Emergency Department is a treatment facility specialising in emergency medicine and the acute care of patients who present without prior appointment.</p> <p>Volunteers play a vital role in offering support to staff and non-medical assistance to patients accessing the department.</p>
<b>Specific tasks</b>	<p>At the beginning of each shift you will report to the nurse in charge, who will give you guidance on your tasks for the day.</p> <p>Tasks may include:</p> <ul style="list-style-type: none"> <li>• Giving patients a warm and friendly reception</li> <li>• Signposting and escorting patients to the Paediatric Assessment Area or other areas of the Hospital - you could add to this: <ul style="list-style-type: none"> <li>○ Only of stable patients (unwell children will be escorted by one of the nursing team)</li> <li>○ Only with a parent or caregiver (as volunteers should not be left alone with a patient without another adult present, as per the safeguarding standard)</li> </ul> </li> <li>• Providing Parents and families with access to nappies, changing areas, games and toys, teas and coffees and food</li> <li>• Acting as a navigator for patients and visitors, orientating them round the department</li> <li>• Assisting in tidying waiting room</li> <li>• Alerting staff to anyone requiring extra attention</li> <li>• Sterilising and preparing trolleys beds for the next patient</li> </ul>

	<ul style="list-style-type: none"> <li>Supporting families/ siblings with short episodes of child minding if parents need to step out or accompany their sick child.</li> </ul> <p><b>An Accident and Emergency Volunteer will not be asked to be involved in:</b></p> <ul style="list-style-type: none"> <li>Clinical or medical treatment of any kind</li> <li>Moving or handling patients or non-heavy patients items</li> <li>Providing personal care such as assisting patients to the toilet</li> </ul>
<p><b>Skills, experience and qualities needed</b></p>	<ul style="list-style-type: none"> <li>Excellent communication and interpersonal skills</li> <li>Non-judgemental and sensitive approach</li> <li>Positive attitude</li> <li>Ability to work as part of a team and to work on own initiative</li> <li>An ability to pay attention to detail</li> <li>Able to understand requests from clinical staff and respond quickly and appropriately</li> <li>To be able to work on your own initiative and be self-motivated</li> <li>Commitment to uphold RUH core values and policies</li> <li>Report any hazards or fault equipment to a member of staff straight away</li> <li>To raise any concerns with staff so support can be provided accordingly</li> <li>Experience of working with children is desirable</li> </ul>
<p><b>Support and training</b></p>	<ul style="list-style-type: none"> <li>Friends of the RUH will provide mandatory RUH induction and training</li> <li>A named member of staff will induct volunteer into the role and provide guidance and supervision as needed</li> <li>Volunteers will receive regular and ongoing support from the Friends of the RUH</li> </ul>
<p><b>Commitments</b></p>	<p>Mon - Fri 14-18 and 18-22 Sat and Sun 14-18 and 18-22</p> <p>High priority to fill shifts October to March High Priority to fill Monday evening shifts and especially volunteers to be available on Bank holidays</p>
<p><b>What’s in it for the volunteer?</b></p>	<ul style="list-style-type: none"> <li>Experience of working in a clinical environment</li> <li>Working as part of a team</li> <li>Access to NHS/RUH training and development</li> <li>Working with Service</li> <li>Experience of working with children and families</li> </ul>



<b>Our expectations of volunteers</b>	<ul style="list-style-type: none"><li>• To be able to commit consistently to weekly sessions</li><li>• To raise any concerns with staff so support can be provided accordingly</li></ul>
<b>Any other information relevant to the role</b>	Volunteers to be inducted by attending a specific induction session Volunteer to be provided with an information booklet with FAQ