

NHS Lothian Volunteering – Role Description



Role Title	Discharge Lounge Volunteer
Purpose of the role	To welcome patients to Discharge Lounge and support staff while patients wait to be discharged.
Where	St John's Hospital Discharge Lounge (Ground Floor)
When	Monday – Friday 10am-1pm, 1pm-3pm or 3pm-6pm Busiest times 11-30am-4.30pm
Tasks to be undertaken	<ul style="list-style-type: none"> • Welcome patients to Discharge Lounge • Keep patients motivated and boost confidence in getting home • Offer drinks, snacks and meals at lunchtime • Small errands for staff (if required)
Tasks not to be undertaken	<ul style="list-style-type: none"> • Manual handling, personal or toileting care • Providing first aid or managing any kind of health need • Pushing wheelchairs (additional training is required for this) • Supervision or management of other volunteers
Skills, Attitudes and Experience needed	<ul style="list-style-type: none"> • Strong verbal communication and people skills • Non-judgemental, patience and sensitive approach • Positive attitude, willingness to learn, reliable and punctual • Confident, articulate and personable manner with understanding and empathy • A good understanding of confidentiality • Must be mobile to move around the hospital with ease • Patience, understanding and sensitivity of the needs patients and their families • Adhere to all health and safety and fire regulations and to co-operate with the NHS in maintaining good standards of health and safety. <p>Please note training will be given on all aspects of the role</p>
Level of Disclosure Scotland Check Required	<p>As part of any volunteering role applicants will be subject to one of the following checks after the interview stage of the recruitment process:</p> <ul style="list-style-type: none"> • For roles in regulated activity – Protection of Vulnerable Groups Scheme membership. • For all other roles which are subject to a criminal conviction record check – A Police Act check. • For roles not subject to a criminal conviction record check – A self-declaration.
Support /Supervision	Support will be provided by your Voluntary Services Manager and the Discharge Nursing Team
Expenses	Out of pocket travel expenses will be reimbursed in line with NHS Lothian's Volunteer Expenses Procedure

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How to apply / what happens next	Complete our online application form here: https://www.nhslothian.scot/getinvolved/volunteering/online-application-form/ Volunteers will be invited to attend a semi-formal interview, followed by mandatory training and a local induction for their chosen role.
Role created date	Claire Garton, Voluntary Services Manager August 2024