



# Emergency Unit Volunteer

## Patient Experience

### Location

*University Hospital Wales*

### Reports to

*Emergency Unit manager/coordinator*

### Accountable to

*Voluntary Services Team Manager*

### Time Commitment

*2-3 hours per week (open 7 days -  
6am to 10pm).*

### Required Checks

*DBS (Criminal Records Check)  
Occupational Health check,  
Two References*

### Expenses

*Reimbursed travel to/from location  
on day of volunteering*

## PERSONAL REQUIREMENTS

- To have excellent listening skills and be non-judgemental.
- To be confident when communicating with service users, visitors, staff and general members of the public.
- To be 18 years old and above.
- To display levels of empathy and understanding at all times.
- To be presentable, smart and always wearing UHB Volunteer uniform and ID badge.
- To recognise when to refer issues and questions to UHB staff.

***You must be 18 years old or above to volunteer in this role***

## OUTLINE OF DUTIES

To be part of the team of volunteers who support our patients and staff in a non-clinical role in our busy Emergency Unit waiting areas at University Hospital Wales.

***This role does not include advocacy or counselling.***

## MAIN TASKS

- being a "point of contact" between staff and patients, keeping patients updated on their waiting times.
- spending time with patients who are on their own.
- facilitating communications between patients and relatives.
- locating wheelchairs for patients and/or helping patients in wheelchairs (training given).
- checking that waiting area facilities are clean and tidy at all times - logging any untidy areas with the Housekeeping Team.
- undertaking patient feedback on occasion.
- occasionally, when asked, help the British Red Cross Team with Tea & Coffee rounds.

## TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff and Vale University Health Board Training and Induction as well as an appropriate level of manual handling and violence and aggression training.

Training needs will be identified through the supervision process and be through Cardiff and Vale UHB Training Programmes.

*Volunteers will be treated inclusively by the Voluntary Services Team and will be offered ongoing supervision and guidance.*

## IMPORTANT BOUNDARIES

- This role does not include medical intervention, advocacy or counselling. This role does not involve shadowing clinical staff. Volunteers will not be carrying out any clinical tasks or clinical interactions.

## BENEFITS TO THE VOLUNTEER

This role offers:

- Experience of team working.
- Satisfaction of assisting others and providing an invaluable volunteer service to the Health Board and Community.
- An opportunity to develop personal skills and experience.
- An opportunity to develop communication skills further.
- An opportunity to develop knowledge about communication difficulties.
- Reference on request (only available once you have volunteered for six months)

## PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures	x	
Experience of working in a health care setting		x
Excellent communication skills	x	
Ability to speak Welsh		x
Ability to work on own initiative and as part of a team	x	
Reliable and punctual	x	
Confidence in difficult situations	x	
Experience of volunteering		x
Willingness to undertake training	x	
Available to volunteer for up to 4 hours a week	x	

Kind and caring  
Caredig a gofalgar

Respectful  
Dangos parch

Trust and integrity  
Ymddiriedaeth ac uniondeb

Personal responsibility  
Cyfrifoldeb personol

