

**Emergency Department – Mental Health  
Volunteer to Career  
Volunteer Role Overview**

We are looking for caring and passionate people who want to make a difference and volunteer with us at the Norfolk and Norwich University Hospital (NNUH). Providing excellent, high-quality care is our priority and we want people who share our vision to join us. Volunteers make such a difference to members and staff and we are very grateful for their efforts.

This Volunteer to Career role is a six-month volunteering placement with career development support. Beyond this there is the potential to extend your volunteering placement with NNUH and/or continue with onward training opportunities as agreed. Joining as part of the Volunteer to Career (VtC) Programme, you will be assigned a mentor. Your mentor will support you to discover job roles in Health & Social Care, as well as providing free training and support to give you the confidence and skills to pass interviews and into employment.

**Role task list**

- Liaise with patients to see if they are offered regular food and fluids – consultation of approval from staff (Undertake and deliver)
- Check with patients if they would like a shower – (clinical staff to arrange)
- Engage patients in risk appropriate meaningful therapeutic activities including breathing techniques
- Offer companionship to patients while they wait to be seen by the mental health team
- Check in on those patients who do not wish companionship, to check if they would like anything (e.g., refreshments)
- Support patients by using reasonable adjustments (communication needs e.g., if a patient is unable to communicate verbally may need to communicate via writing) where required
- Support patients' relatives by offering them a listening ear, refreshments or showing them where the facilities are
- Handing-out and collecting Mental Health specific feedback forms supporting patients and families if they wish
- Offering leaflets about mental health support services in the community



## Volunteer to Career

(Please note: this role is only deemed appropriate with patients that are risk appropriate or have capacity willing to wait)

### **Special considerations for department/area of volunteering**

The Emergency Department can be very busy and stressful to work in and patients may be seriously ill or in life threatening conditions. Patients and those accompanying them can also be extremely worried, upset and emotional.

This position would suit someone with a calm and mature disposition, who is happy to volunteer in a busy and noisy environment, and who feels like they could offer reassurance to patients and their families.

Volunteers **may**:

- Encounter “front of house” challenges from upset or angry patients and visitors
- Witness traumatic and otherwise stressful events
- Experience the environment to be busy and fast paced in which the volunteer will be part of can be stressful; patients are admitted as an emergency in which they can be seriously ill and life threatening
- Encounter occasions when patients admitted are known to the volunteer, the volunteer must not acknowledge that patient unless the patient acknowledges them first. As the patient may feel sensitive to his or her condition and may wish to keep it private

### **Sessions**

Volunteers will be expected to attend one session a week. Volunteering sessions take place Monday to Friday -10am till 1pm, 1pm till 4pm and 4pm till 7pm. The specific day(s) and times will be agreed between yourself and Victoria Warren-Potter (Emergency Department Volunteer Coordinator).

### **Training**

All volunteers must complete induction training before they are placed in a role.

Volunteer induction training covers the following units:

- Trust vision & values
- Health & Safety
- Moving & Handling
- Fire Safety
- Security
- Information Governance
- Infection Control



## Volunteer to Career

- Safeguarding adults / Child protection
- Data protection
- Uniform policy / dress code
- Boundaries of the role
- Safety & Accidents / Incident reporting
- Management / Line reporting
- Volunteer support

Once volunteers commence in their agreed role, continual supervision and support will be agreed and established, either through a volunteer mentor or a named volunteer coordinator. Any future role changes will be communicated to the volunteers in a timely way along with any additional training, if necessary.

Any special/additional bespoke training which the volunteer may need **MUST** be established prior to placement. The Volunteer Coordinators can deliver additional training such as wheelchair pushing, but more specific training will need to be agreed and delivered by specialist health professionals and must be fully risk assessed. Some additional training may require competencies to be achieved and ongoing continued assessment to be established.

### Support

Victoria Warren-Potter (Emergency Department Volunteer Coordinator) will be on hand to guide and support volunteers throughout their volunteering journey. Volunteers will also develop relationships with the wider Voluntary Services team and Emergency Department staff in their individual areas.

Volunteers have access to chaplaincy/wellbeing support should they require it.

### Who we are looking for

These are the types of skills & qualities that we are looking for from our volunteers. This is a programme to encourage you to develop your skills, so please get in touch if you are concerned about any of the items listed below.

- Good standard of oral/written English.
- Communication skills – talking and listening to members, staff and other volunteers.
- Understanding the importance of confidentiality.
- Be self-motivated.
- Good personal hygiene.



## Volunteer to Career

- Able to follow NNUH policies at all times.
- An understanding of the importance of respect, dignity and compassion.
- Self-awareness of your own skills and limitations.
- Conduct yourself in a mature and responsible manner.
- Reliable, with good time management skills.
- Flexible/adaptable.
- Willing to work as part of a team.
- Keen to learn and develop your own skills.
- Empathy and understanding that members of Centre 81 are often facing challenges.