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**Volunteer Role Description**

**Role Title:** CHSS Hospital Volunteers

**Outline of the role:** We are looking for ward volunteers who will spend time doing group and 1:1 activities with eligible patients identified by the nurse in charge. Main tasks will be social conversation, activities and signposting to possible community support after discharge.

**Skills, Attitudes and Experience needed:** The volunteer will have good communication skills and maintain confidentiality at all times. Some knowledge and insight into how medical conditions can affect people would be useful.

**NHS Western Isles will provide volunteers with:**

* Induction, training and support, e.g. to raise awareness of 'How the organisation works'.
* Explanations of the standards we expect volunteers to adhere to.
* Provide a named person to support. and be available to discuss the volunteer role and any successes or problems.
* A volunteering role that engages your skills, interests and experience.
* Access to information about NHS Western Isles, its history, policies and purpose.
* Out of pocket expenses in line with CEL 23 (2011)
* Insurance
* Subsidised facilities, at staff rates where available;
* Recognition for your service and performance.
* Access to a reference and awards for volunteering i.e. Saltire Award
* A volunteer uniform, identification and access badges where appropriate.
* Opportunity to learn new skills
* Opportunity to meet new people
* Sense of involvement
* Opportunity to make a difference/Help others and enhance their local area

**And ensure that Volunteers are:**

* Listened to and taken seriously, in the same way as staff
* Able to say no or negotiate tasks and responsibilities
* Able to volunteer in safe premises with safe conditions
* Kept informed about changes within the Board
* Supported in their role

**Where**: Medical 2, WIH

**When**: Approx 1-2 hour sessions once or twice per week, as per demand

**Support:** Lily Mackenzie CHSS Western Isles Co-ordinator. Email lily.mackenzie@chss.org.uk

**Any questions:** Katherine Stewart, Senior Charge Nurse, Medical 2, WIH Katherine.stewart5@nhs.scot

**Interested? For more information about this or any other volunteer role within the NHS Western Isles contact the Volunteer Services Co-ordinator on 01851 704704 ext 2408**