



Volunteer Placement Tasks

Alcohol Team Volunteer

1.0 Role summary

To support the patient with alcohol related issues in making positive changes to their drinking.

NB All duties will be carried out under the supervision / guidance of the nursing staff but will never include tasks of a clinical nature.

2.0 Key Tasks

“Alcohol Team Volunteer” – To talk to the patient about their drinking and motivate them to make positive change.

- To listen and talk to patients, making them feel at ease.
- To discuss on-going support which they may find beneficial for their recovery.
- To discuss coping strategies which patients may find beneficial
- To support patients who are waiting for their appointment in the alcohol clinic
- To support patients who are waiting for an elective detox
- To distribute and collect the patient satisfaction questionnaires
- To assist the alcohol team in sending out emergency department generic letters

3.0 Confidentiality

The volunteer must maintain confidentiality of information relating to patients, staff and other Health Service business.

4.0 Health & Safety

Volunteers must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

5.0 Equal Opportunities

The Trust has a clear commitment to its equal opportunities policy and it is the duty of every volunteer and employee to comply with the detail and spirit of the policy.

6.0 Smoking

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its volunteers, employees, service users and visitors. Smoking is therefore not permitted in accordance with the guidelines set down within the Trust Smoking Policy.