



## Volunteer Placement Tasks

# Theatre/Critical Care Liaison

### 1.0 Role summary

To support friends and family of surgical patients whilst they are in theatre, helping them feel at ease in a calm and comforting environment.

**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

**Theatre Liaison** – The role of volunteers in our Theatres departments is to act as liaison between ward/theatre staff and relatives/friends. The volunteer will help to create a friendly, welcoming environment whilst a surgical patient is in theatre and this under the supervision and guidance of theatre staff. Key Tasks include:-

- Acting as a point of contact, for friends and family of surgical/critical care patients
- Providing clear, accurate and helpful information on local amenities/services.
- Helping by fetching newspapers or amenities from the hospital shop.
- Directing or taking people to the right place,
- Listening and talking to friends and family of surgical patients, making them feel at ease.
- Help by making drinks for friends and family of surgical/critical care patients
- Door/bell check for visitors to Critical Care
- Encouraging visitors to wash hands and comply with infection control requirements.
- Helping to encourage friends and family of surgical/critical care patients to contribute to experience surveys

### 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.

