



**Sandwell and  
West Birmingham**

**NHS Trust**

## **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.



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## 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.