



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





Sandwell and West Birmingham

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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.

