Last Updated:10/06/2026

Role Descriptor

Title: **Emergency Department Waiting Room Volunteer**

Reports to: **Nurse in Charge or Lead Nurse**

Hours: **As agreed with the Lead Nurse**

Location: **Emergency Department, Harrogate District Hospital (HDH)**

Critical Info: **This role is for over 18's only**

Role Summary

The Volunteer will support the Emergency Department (ED) and focus on enhancing the patient experience in the ED Waiting Rooms. They will do this by providing refreshments, keeping the waiting area tidy and act as a point of contact. This is not a clinical role but the volunteer would be expected to escalate any concerns or urgent requests to the ED receptionists or Nurse in Charge who will be present in the department.

The role will be carried out under the supervision of the Nurse in Charge and the Streaming Nurse.

It is the responsibility of the Volunteer to arrange a regular volunteer session with the Lead Nurse and to inform the Nurse in Charge if they are unable to attend for the shift for any reason.

A minimum commitment of 3 months for this role is required, with attendance on a weekly basis.

Key Responsibilities

- To enhance patient experience within the ED waiting room by undertaking duties including:
  - Offering patients and relatives refreshments where appropriate
  - Keeping the waiting rooms tidy
  - Being a point of contact for any questions people might have
  - Volunteers who have undergone Wheelchair Training will Access wheelchairs/returning wheelchairs to foyer

  - Offering hand gel and encouraging patients and carers to sanitise hands on arrival and when leaving the department
  - Directing patients to toilet areas/ other areas in the hospital as required
- To sign in and out for each shift in the 'volunteer sign in book' held at the front desk, main reception
- To wear the HDFT Volunteer lanyard and ID badge whilst on duty
- To follow correct infection prevention and control procedures in wearing correct PPE and hand hygiene
- To respect the privacy and dignity of patients whilst carrying out duties
- To maintain complete confidentiality with regard to all patient issues
- To attend any bespoke training programme delivered by the Trust prior to placement in this role
- To attend on the agreed day and time each week
- To de-brief with the Nurse in Charge or Volunteer Team if the contact has been emotional, difficult or uncomfortable, or in which concerns have arisen
- To maintain complete confidentiality with regards to all patient issues, unless patient safety is compromised, in which case the Nurse in Charge and/or Volunteer Team should be contacted immediately
- To be aware of the issues surrounding 'Safeguarding', both adults and children and know when to escalate issues to the Nurse in Charge

Volunteers will not:

- Undertake any personal care, e.g. toileting, bathing, washing patients
- Advise patients as to their treatment/medication/condition

Personal Attributes

- To communicate effectively face-to-face with a wide range of people, including patients, carers, visitors and staff in all departments
- To work with minimal supervision after suitable training has been undertaken
- To present a professional approach to the public patients, carers, nursing and other staff on wards and in departments

Infection Control

- Volunteers must comply with the Trust's "Bare below the Elbows" policy and PPE guidance

- A volunteer must not attend the hospital for a period of 48 hours after completion of an episode of diarrhoea and/or vomiting.