

Last Updated: 31/07/2026

Role Descriptor

Role title:	Mobile Trolley Service Volunteer
Location:	Harrogate District Hospital (HDH)
Reports to:	Harrogate Hospital & Community Charity (HHCC) Team
Times:	Sessions available Monday – Friday 1 – 4 pm

Role Summary

Our mobile trolley service improves the patient and family service when in hospital. You will be visiting wards and departments at HDH with the trolley, selling snacks, drinks and activity books. This is an engaging and busy role and you will be making a meaningful actively contributing to raising vital funds for Harrogate Hospital & Community Charity (HHCC).

Key Responsibilities

- Visiting patients and families on the wards with a trolley full of snacks, drinks and activity books
- Having friendly conversations, building rapport and sharing stories with patients, families and visitors
- Helping visitors and patients to feel at ease in an unfamiliar environment
- Signposting information about the charity as appropriate
- Handling card payments, in line with the Charity's card handling process (training will be provided)
- Supporting the HHCC team to ensure an accurate stock take happens each shift and any items sold logged for reporting purposes
- Being a friendly and supportive face and representing Harrogate Hospital & Community Charity
- Following health and safety and infection, prevention and control procedures throughout your volunteering shift
- Liaising with the ward staff to ensure you receive key information about the ward/department and patients
- Follow local fire safety procedures in the event of the fire alarm sounding
- Report any damage to the environment/equipment to staff.

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- Reporting to the HHCC Team at the beginning and end of each volunteer session to collect the trolley and ensure stocked it is appropriately

Skills and qualities required:

- Friendly and approachable
- Excellent communication and conversation skills, and able to work as part of a team
- Good mobility – you will be on your feet and walking round a large hospital and pushing a trolley
- Be a reliable and positive member of the team
- Good listening skills
- Sensitive and tactful nature
- Confident in holding a conversation with patients and families in difficult times
- Confident in handling cash and using a card payment machine
- Understanding of personal and professional boundaries
- Enthusiastic about the work of Harrogate Hospital & Community Charity
- To maintain professional competence by appropriate updates/training
- To undertake an appropriate induction for the role.

Volunteers will not:

You must **not**:

- Provide medical advice to patients
- Undertake personal care (e.g. bathing, toileting, washing patients)
- Lift or move patients
- Assist with feeding or helping patients drink
- Be expected to manage patients displaying challenging behaviours.

Infection Control

- Volunteers must comply with the Trust's "Bare below the Elbows" policy and PPE guidance as the role involves being in clinical areas such as wards
- A volunteer must not attend the hospital for a period of 48 hours after completion of an episode of diarrhoea and/or vomiting.