

# Emergency Department

## Volunteer Role description

### Emergency Department Volunteer

The Royal Adelaide Hospital Emergency Department has approximately 80,000 patient attendances per year and consists of 70 patient cubicles and 8 separate resuscitation areas.

The Royal Adelaide Hospital is the largest trauma centre for the State of South Australia seeing the majority of the major trauma cases annually.

Volunteers in our Emergency Departments offer social support to patients and their family members in an often difficult environment. This is achieved by simply 'being there' to talk and listen, or by offering refreshments and reading materials.

### Duties

- Guiding and orientating visitors to (and within) the Emergency Department and throughout the facility where required
- Providing patients with practical support during the waiting period and, if requested, during treatment
- Liaising with patients and staff as requested to communicate non-clinical information
- Providing refreshments to family and friends of patients, and to those patients permitted (by the clinician caring for them) to eat and drink
- Offering comfort to family and friends of patients
- Providing diversions to occupy patients and/or family and friends in the waiting room
- Assisting with caring for children (provided a parent consents) to allow parents/patients to concentrate on receiving attention (magazines, books, pencils)
- Assist with general activities and task that support the Emergency Department staff, patients and visitors i.e. ensure blanket warmer stock level is maintained
- Coordinate and maintain stock level within the clothing cupboard
- Working cooperatively with Emergency Department staff to ensure the non-clinical and support needs of patients and attending family/carers are met.

### Hours of Service

Shift times: 8:30am to 12:30pm and 12:30pm to 4:30pm and 4:30pm to 8:30pm  
Days: 7 days a week  
Location of shift: Emergency Department - Level 2

### Special Requirements

- Have the physical ability to undertaken the duties in a safe manner
- Complete a clear DCSI Child Related Screening and renewal every 3 years
- Comply with Work Health & Safety and Infection Control requirements
- Complete all annual mandatory training requirement



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### Person specifications

Volunteers in this role will have the following personal skills, experiences and attributes:

- Excellent customer service skills
- Ability to relate and engage with people from a diverse range of backgrounds
- Effective listening and communications skills
- Ability to be compassionate and empathic
- Ability to undertake duties with minimal supervision
- Reliable and punctual
- Resilience and ability to handle difficult situations

### Supervisor

Clinical Services Coordinator - Emergency Department

I have read and understand the duties and requirements associated with this volunteering role.

Name

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Signature

Date

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