Discharge Support Volunteer
Role Description

Some patients who are ready to be discharged from hospital can end up spending extra time in hospital. Sometimes this may be because they live alone, and staff are worried about them accessing the support they need.

These are patients who do not need a full social care assessment, but would benefit from a bit of extra support to make the process of getting home from hospital a bit easier.

With a bit of extra support in the days following discharge from hospital, it may be possible to spot problems early, and in some cases to prevent readmission to hospital.

Role: To provide telephone support and signposting for patients who are recently discharge from hospital. You will play an integral role in providing reassurance and support to patients following their discharge from hospital.

Accountable to: Volunteer Services Manager or Volunteer Services Coordinator

Core Duties Include:

- Calling patients who have very recently been discharged from hospital. During calls, gathering answers to the following priorities:
- Are they safe and well?
- Do they have enough groceries?
- Are they getting their medication from the pharmacy?
- Do they have any new health concerns?
- Record the answers, refer on to other support services and escalate any areas of concern.

Details of any specific skills/attributes required by volunteer:

- Excellent communication skills- listening and talking to patients
- Good standard of oral English
- Be committed to the role and attend regularly. Be punctual and dependable.
- Have a positive attitude and can remain calm in challenging situations
- Ability to know when to seek help.
- Maintain confidentiality at all times.
- Patience, empathy and non-judgemental approach
- Positive outlook and enthusiastic approach
- Willingness to work at times without direct supervision
- Able to work within the scope of the volunteer remit.
- Follow Health & Safety policies and procedures within NHS Tayside Policies.

What the volunteer can gain from the role:

- Knowledge that volunteering is providing support to patients following their discharge from hospital.
- Satisfaction of providing help
- Supervision and support from a named member of staff

What is not part of the role:

- Providing counselling or therapy
- Keeping contact with the patient beyond the services offered
- Providing your personal contact details to the patient.

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