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| **Role Title** | Wellbeing Lounge Volunteer |
| **Purpose of the role** | To provide a safe and comfortable environment for NHS Staff to take a break and look after their personal wellbeing. |
| **Where** | There is a dedicated space in hospital sites where staff can take a break before, after or during their shift to relax and unwind to help them maintain their physical, mental and emotional health while supporting others. |
| **When** | Mon, Wed and Fri10am-2pm but may be extended to cover other days and times |
| **Tasks to be undertaken**  | Tasks include;* Providing a friendly welcome
* Offering and making refreshments
* Provide a listening ear if staff require it
* Share information on support available to NHS staff
* Keeping the wellbeing lounge tidy and well stocked with appropriate supplies and information
* Basic recording of number of visitors to the lounge

Optional tasks* A small amount of computer based admin to order or print resources and maintain wellbeing lounge attendance records
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| **Tasks not to be undertaken** | Providing support to patients. The lounge is for staff only. |
| **Skills, Attitudes and Experience needed** | * Good social and interpersonal skills. Able to chat but also able to be quiet if required
* Non judgemental and sensitive approach
* Positive attitude
* A confident, articulate and personable manner, with understanding and empathy
* A good understanding of confidentiality and follow instructions
* A commitment to high standards and quality service
* Reliable, punctual and committed
* Adhere to all health and safety and fire regulations and to co-operate with the NHS in maintaining good standards of health and safety
* If taking part in admin tasks – computer literate and able to use excel

Please note training will be given on all aspects of the role |
| **Support /Supervision**  | Support will be provided by the Voluntary Service Manager and Site Management Team |
| **Expenses** | Agreed out of pocket expenses which are incurred when carrying out this volunteer role will be reimbursed in line with the NHS Lothian volunteer expenses policy and signed off by the VSM. |
| **How to apply / what happens next** | Application Pack, Informal interview, Training, Health Status checks, Disclosure/PVG |
| **Created, by whom** | Claire Garton, VSM, Aug 2020 |