

VOLUNTEER OUTLINE TASK/ROLE DESCRIPTION 2026

QUESTIONS	ANSWERS
1. Title of opportunity	Patient companion
2. Name of Organisation:	NHS Shetland
3. Contact name for this particular opportunity	Heather Tulloch
	Clinical Nurse Manager
	Tel:01595 743288
	E-mail: Heather.tulloch@nhs.scot
4. Please give a summary of the opportunity	Provide companionship and support for patients who are having an extended period in hospital. Work alongside health care worker to ensure that time in hospital does not lead to decline and affect general wellbeing.
5. Fuller description of the opportunity	NHS Shetland in-patient areas have many patients who need to remain in hospital to await care in the community and experience a prolonged hospital admission due to this. It is vital that they do not come to harm in this time and experience decline in mental or physical function. Volunteers could make a huge difference to a person's outcome and hospital experience by offering companionship and support. Ways to help -communicating with patients -taking those who are fit to leave ward to the hospital canteen or for some fresh air -Playing cards or board games -Share any hobbies such as knitting or drawing -Looking at photos or reading books -Assist with menu choices -Take patients for a short walks -Provide entertainment
6. Where does the opportunity happen?	Gilbert Bain hospital
7. Are there any restrictions on who can be a volunteer?	Minimum age 16
8. What skills, attitudes, experience does a person need to do this volunteer opportunity?	Good communication skills, particularly listening skills. Strict adherence to confidentiality along with health & safety and infection control policies.
9. When does the volunteer opportunity start?	As soon as possible
10. Is there an end date?	No
11. Or, is it ongoing?	Yes
12. What are the minimum hours per day, week etc that a volunteer would need to do this opportunity?	No min hours

13. Is there a minimum commitment expected of the volunteer?	None
14. Please say when the opportunity happens	Mon-Sun 1230-2000
15. Does the opportunity take place during the school holidays?	Yes
16. Does the opportunity take place during term time?	Yes
17. What type of insurance covers this opportunity?	Vicarious liability provided by NHS Shetland
18. What selection methods will be used for prospective volunteers?	Application Form, Induction/Training, Informal Chat, Interview, Police Check, References, Trial Period
19. Will the volunteer be offered training/induction?	Yes
20. Will there be ongoing training?	Training opportunities may be identified through support meetings
21. Will the volunteer be offered support?	Yes
22. Please give a brief description of induction, ongoing training and support for the volunteer	Induction will be via corporate induction (1/2 day) Moving and handling Training -2 hours Induction to the ward environment (2 hours) Support from Senior Charge Nurse/ Nurse in Charge of ward whilst volunteering
23. Will the volunteer have a named contact person on their project?	SCN and CNM
24. Is there wheelchair access where this opportunity is?	Yes
25. Are there wheelchair accessible toilets at the project?	Yes
26. Are travel expenses available for the volunteers?	Yes
27. If you pay travel expenses, please give details of mileage rates and when and how these are paid	Travel expenses are paid at public transport rates via the hospital expenses system. Payment is made for travel to placement at public transport rates. Bus Fares would be reimbursed.
28. Who funds this volunteer opportunity?	Health board