



## Volunteer Role Description

<b>Volunteer role:</b>	<b>Reception and Welcoming</b>
<b>Based at:</b>	Main hospital entrance, entrance to the Outpatient Department or one of the main hospital corridors
<b>Days/times:</b>	9am-12, 1-4pm, Monday to Friday
<b>Volunteer Supervisor:</b>	Dawn White
<b>Main purpose:</b>	To welcome patients to the hospital and to direct them as appropriate; to help patients waiting for transport as required.

### Background

The main entrance to the hospital receives thousands of patients and visitors each week. Currently, people often find it difficult to navigate their way round the hospital, whether they are looking for Outpatients, visiting one of the wards, or going to a department for a particular procedure or test.

By being a Meet and Greet Volunteer you can make a major difference by ensuring everyone is welcomed into the hospital and has the help they need.

With so many people entering the hospital each day, often in stressful circumstances, it is essential that volunteers have a calm and friendly manner at all times.

### Duties

1. Welcoming all patients, carers, relatives and friends as they enter the hospital, as well as visitors attending meetings with hospital staff.
2. If required, signposting people or offering to personally accompany them to ensure they get to the right place.
3. Signposting people to the toilets, shop or cafe.
4. Giving out information leaflets on bus routes, parking or signposting people to the free phone taxi service.
5. Providing assistance to patients waiting for transport as required (eg offering to get a glass of water, checking on waiting times).
6. Contacting the portering service as required.
7. Directing people to the Patient Advocacy and Liaison Service (PALS) if they have a query or need further information.

## **Person Specification**

### **Meet and Greet Volunteer, Main Entrance**

#### **Essential**

- Aged 18 or over
- Able to commit reliably to at least 3 hours a week for a minimum of six months
- A commitment to improve the patient's experience of their time in hospital
- Reasonably fit and active as the job entails standing or walking for a couple of hours at a time
- Well presented, with a friendly and approachable manner and good verbal communication skills
- An ability to relate well to people on a one to one basis and be sympathetic to others' situations
- An ability to learn the lay-out of the hospital well
- An ability to be patient and calm even in the face of difficult situations
- An ability to act on own initiative within the role description
- A willingness to be flexible and to follow the guidance of a Volunteer Supervisor
- A commitment to the trust's equal opportunities and diversity policies
- A willingness to abide by the Homerton's volunteer guidelines, including rules on confidentiality, health and safety, safeguarding adults and children and manual handling
- To be willing to receive training in customer care, communication skills and any other areas as appropriate to the volunteer role

#### **General information**

- Volunteers should not undertake duties outside this role description without checking first with their Volunteer Supervisor.
- Volunteers must not undertake any manual handling tasks.
- A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature.
- Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients' affairs with any person other than the relevant staff.
- Volunteers are complementary to paid staff and must not be used to replace roles that are usually undertaken by hospital employees.