

Volunteer Role Description Hospital Guide

Location: Corridors in Grosvenor, St James' and Landsborough wings

Hours: Anytime between Monday-Friday 9am-5pm

Accountable to Voluntary Services Manager: Zoe Holmes

Responsible to Volunteer Supervisor: Zoe Holmes

Main Aims:

To welcome patients and visitors to the hospital and direct them to where they need to go.

Key Duties:

- Directing patients and visitors to areas within the hospital
- Escorting patients and visitors where applicable
- Dealing with questions and queries in a pleasant, polite manner
- Talking to and listening to patients sympathetically

Personal Specification

- Great communication skills
- Great customer service skills
- Knowledge of the layout of the hospital or the ability to learn this quickly

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 or physical patient contact.

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 in place to complement the work of the paid staff and are not used to replace roles that are usually undertaken by paid hospital employees.

Volunteers should receive regular support and supervision and training where applicable.

Volunteers are bound by the "Volunteer Agreement" which includes their rights and responsibilities, and Trust Policies also apply to volunteers.

All Volunteers will be expected to attend MAST Volunteer Induction and receive a local induction upon arrival of their first shift.