

**Volunteer Role Description**

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| **Volunteer Role:** | Welcome Guide |
| **Department:** | Queen Elizabeth University Hospital |
| **When:** | See slots available below |
| **Key Contact** | Volunteer Manager |

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| 1. **Background and Role Purpose** |
| Queen Elizabeth University Hospital is one of the biggest hospitals in the UK, so high numbers of people come through the front entrance of the hospital on a daily basis. They may require guidance to find their way around and they may have questions they wish to ask. The front entrance of the hospital is a busy environment, especially at peak times of the day.  We are looking to recruit 7 new volunteers for various slots to join our Welcome Guide volunteer team in the Queen Elizabeth University Hospital. Volunteer Welcome Guides are located at the Main Entrance. Volunteers can offer a friendly and helpful welcome to patients, families and visitors and guide them to where they want to go within the hospital. This may involve accompanying people, if they wish this.    This role requires a significant time commitment of one weekly session over 6-12 months and ask that you consider the commitment you can make before applying. |
| 1. **Volunteer Role: Key Tasks and Duties** |
| * Actively observe for patients / visitors in the hospital entrance who may appear in need of assistance. * Be welcoming by chatting to patients and visitors, and make them feel at ease. * Guiding people from main entrances towards where they wish to go, accompanying them if they wish this. * Provide guidance on the use of self–service check-in kiosks, if requested. * Signposting patients to waiting areas and towards other locations on site using map available * Liaising with staff at the Information Desk as necessary, to ensure patients are signposted to the correct clinic/area.   Volunteers are not insured to undertake any manual handling (including pushing patients in wheelchairs) or personal care tasks. |
| 1. **Time Commitment** |
| Slots available:  Wednesday 11:15am-14:30pm (1x slot available)  Thursday 11:15am-14:30pm (2x slots available)  Thursday 14:15-16:15pm (2x slots available)  Friday 14:15-16:15pm (2x slots available) |
| 1. **Support** |
| Volunteers will operate from the Queen Elizabeth University Hospital Main Atrium.  The Volunteer Manager will be available to provide direction and support. In their absence, volunteers are encouraged to approach Facilities Reception Desk, Team members and / or staff from the Support and Information Service (SIS), should they require support. |
| 1. **Induction and Training** |
| Essential Induction and training will be provided for all Volunteers to ensure they are prepared for the role. |
| 1. **Essential Skills, Attributes and Experience for the Role** |
| * Ability to communicate with people in a friendly, sensitive, caring and calm manner. * An ability to observe boundaries and work confidentially * Willingness to undertake training and comply with policies and procedures. * Ability to use own initiative appropriately and contribute to the overall efforts of the team. |
| 1. **General Information** |
| NHS Greater Glasgow and Clyde’s Volunteering Policy clearly states that volunteer roles complement the work of our paid staff and will not be used as a substitute for paid work.  Prior to taking up this role, all volunteers must comply with the NHS Induction process.  It is mandatory that all ward volunteers wear ID badges (not with lanyards), volunteering red t-shirts and PPE, where appropriate, at all times.  Volunteers must be over 18 years of age.  Volunteers are entitled to claim ‘out of pocket’ expenses.  Volunteers are covered by NHS CNORIS Insurance scheme while fulfilling their role.  Application requirements: Standard Disclosure check with Adult Barring List.  Volunteers should not undertake duties outside this role description without checking first with their Volunteer Manager.  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 should receive regular support and supervision and training where applicable.  Volunteers are bound by the “Volunteer Agreement” which includes their rights and responsibilities, and NHS Board Policies also apply to volunteers |