

VOLUNTEER ROLE DESCRIPTION

Role Title: Outpatients

How long for: We ask that volunteers are with us for a minimum of four hours per week for six months.

Minimum age: Minimum age of 18 years

Please note: A Disclosure and Barring Service Check (DBS) check is required for this role

Summary / Purpose of role:

To support staff by welcoming patients and their families / carers and help with directing people to various parts of the hospital.

Key duties and responsibilities:

- To meet and greet patients
- Support in reception area
- Support with booking in / self-check-in system
- Directing / wayfinding
- Support reception staff when necessary

Useful skills and experience:

- Excellent communication skills
- Able to work independently and as part of a team
- Confident in approach to patients
- Have a kind and helpful nature
- Polite and well mannered
- Patience and understanding
- Physically fit as the role may involve a lot of walking
- Ability to deal sensitively with those people who may be tense or anxious
- Comfortable in a hospital environment
- To recognise the need for confidentiality

Training & Development:

- To attend mandatory training and regular mandatory updates as determined by Royal Papworth Hospital Foundation Trust
- Specific training / shadowing experience as required for the role
- Local induction to the ward, clinic or department

For more information about this role, please contact:

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