

Meet and Greet Volunteer

Location: Main Atrium

Hours of volunteering: Monday – Friday 09:00 – 12:30 & 13:00 – 16:30

Minimum age: Minimum age of 18 years

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

Purpose of role:

To help create a friendly, welcoming and helpful environment in the main reception areas of Royal Papworth Hospital.

To offer directional advice and practical assistance as required by patients and visitors, in collaboration with other 'front of house' staff.

Key Tasks and Responsibilities:

- To display a helpful, friendly and courteous attitude to patients, visitors, staff and colleagues.
- To act as a contact point welcoming people into the main areas of our hospital.
- To provide clear and accurate directional information to help people find their destination.
- To escort people to their ward or department as appropriate.
- To refer to appropriate member of staff, if outside the remit of the 'meet and greet' role.
- Keep an eye out for anyone who may need help.
- Offer assistance to patients with mobility issues.
- Support with specific tasks (e.g. sharing information and actively encouraging feedback)

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.
- E-learning mandatory/refresher training as required.
- Specific training / shadowing experience as required for the role.
- Local induction to the ward, clinic or department.

AGREEMENT

I have read and understood the Volunteer Services Policy. I agree to adhere to all Trust policies and protocols associated with my volunteer placement.

If you have any queries or concerns please contact the Patient Advice and Liaison Service (PALS) prior to signing this role description.

Name:

Signature:

Date:

For more information about this role, please contact:

Royal Papworth Hospital Patient Advice and Liaison (PALS) Team

Telephone: 01223 638896 / 01223 638963

Email: papworth.volunteers@nhs.net