

“A great place to be cared for; a great place to work”



**University Hospitals of
Morecambe Bay**
NHS Foundation Trust

ROLE DESCRIPTION

Job Title:	Hospital Guide, Meet and Greet Volunteer
Reports to:	Assigned Supervisor
Responsible to:	Local Community Engagement Manager
Base Department:	General Office
Main purpose of role:	To assist in the provision of a welcoming and accommodating hospital environment.

Main tasks/overview of responsibilities

1. To provide guidance and way finding to patients, visitors and staff around the main hospital site.
2. To assist with the transportation of patients to and from appointments across the hospital site.
3. To assist patients in obtaining basic information about the hospital and their appointment.
4. To assist in the hospital environment ensuring it's equipped to accommodate patients and visitors.

Patient Interaction

1. To develop an in depth knowledge of the hospital site in order to provide patients with guidance regarding the whereabouts of departments.
2. To provide patients and visitors with directions and wherever possible to take them to their required destination.
3. To attempt to answer basic requests from visitors or to forward queries to the appropriate member of staff.
4. To assist patients getting to and from appointments and departments.

Planning and Organising

1. Organise oneself to be clearly visible to those who need assistance.
2. Understand where the clinics are situated, which enables you to direct the patients to their relevant clinic.
3. To attend volunteer support meetings and training events.

Environment

V020515 - Volunteer

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1. To collect wheelchairs from around the hospital site and return them to their bays ready for use.
2. To report damage or wear on wheelchairs to your supervisor.
3. Where required, to assist in the distribution of information within information racks and notice boards.

Personal

1. To adhere to the principles of the volunteer agreement.
2. To inform the supervisor if unable to attend at the allocated time

Volunteer Development

1. To provide support and guidance to new volunteers where required as a part of the volunteer buddy system.

Communication

1. To report any adverse incidents to staff in order that policy and procedure may be adhered to.
2. Ensure that patient confidentiality is maintained at all times.

Infection Control

1. To ensure that visitors and staff adhere to the principles of hand hygiene when entering and leaving ward areas.
2. To direct visitors and staff to hand washing facilities where necessary.

Equality and Diversity

1. Have an understanding of individual patients' needs taking into consideration cultural & religious requirements.
2. Act in accordance with Trust's policy and procedures.

Health & Safety

1. Report any environmental factors that may contravene health & safety requirements.
2. Ensure that all work is carried out in line with Trust policies & procedures.
3. Attend induction and regular mandatory training.

Membership

1. To actively promote the opportunity to join the Foundation Trust public membership.
2. To assist patients and visitors in completing membership registration forms.
3. To ensure that completed membership registration forms are transported safely and securely to the membership department.
4. To inform the membership department of any outstanding queries regarding membership which need to be resolved with patients and visitors.

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Due to the Trust's commitment to continuous improvement, it is likely that the post will evolve over time. These duties will be subject to review, any amendments will be made in consultation and agreement with the post holder.

