

## Volunteer Role Profile - Way finder

### Summary of role

Volunteers will act as the initial welcome for patients and visitors entering the hospital. Provide guidance and support on the use of the self-check-in facilities and assist with the collection of feedback for the Friends and Family Test (FFT).

### Description of Tasks

- Greet and help patients/visitors find their way around the hospital by giving clear directions
- Escort patients/visitors to their destination around the hospital
- Be approachable and listen to each person's requirements – this may include listening to complaints, handing correct forms and directing complaints to the Patient Advice and Liaison Service (PALS)
- Sign post patient/visitors with self-check-in kiosk by demonstrating how the facility works and/or assisting patients with the check-in process.

### Hours/Time/Commitment

Monday-Sunday between the hours of 8:00am-8:00pm

We ask for a minimum commitment of at least 3-4 hours per week for a period of 9 months

### Location and Site

Please note this role is currently available at:

Ealing Hospital, Uxbridge Road, Southall, UB1 3HW

### Responsible to

Volunteer Service

### Skills and Abilities

- Calm manner and pleasant approach
- Must be polite with all visitors
- Patience and sensitivity with people who are distressed, bereaved, confused, or have difficulty with English
- Excellent listening and communication skills

## **Training and Support**

- Attendance at Trust induction
- Induction to ward/department
- Dementia awareness training
- Full training will be given on all aspects of the role
- Support, advice and guidance from the Volunteer Service
- Support via Volunteer Forums and Coffee Mornings

## **Benefits to volunteer**

- Opportunity to develop new and existing skills
- Meet new people
- Satisfaction of knowing you are making a vital difference to the work and feel of the hospital by being the first point of contact

## **Dress Code**

- ID badge and volunteer lanyard must be worn at all times
- Volunteers in frontline areas are asked to wear smart/casual clothing
- All volunteers are expected to follow the Dress Code Policy

## **Contact**

Volunteer Service, Northwick Park Hospital  
Tel: 020 8869 2425 / 3065    Email: LNWH-tr.voluntaryservices@nhs.net

## **Notes/ specific requirements**

Please note this role will be more suitable for people who are able to stand and walk for prolonged periods.