

Volunteer Role Profile – Meet & Greet

Summary of role

Volunteers will assist the receptionist by acting as the initial welcome for patients and visitors entering the Maternity Department. 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 department/hospital by giving clear directions
- Escort patients/visitors to their destination around the department/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 kiosks 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 in:

Maternity Department, Northwick Park Hospital

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.