Volunteer Opportunities
Task Description

NHS
Barts Health
NHS Trust

Volunteer Role:	**Meeter and Greeter**
Contact name:	Nancy Whiskin
Contact details:	0207 377 7792 or 0208 535 6772
Service area:	Barts Health NHS Trust
Vision:	**A well trained and experienced cohort of trained volunteers providing both a welcoming and friendly face and wayfinding services to both visitors and patients.**
Objective:	Volunteers will ensure that people visiting the hospital have the information that they need to access the relevant departments. Hospitals can be very daunting places and it is easy to get confused trying to find the service you are looking for. Volunteers would provide a warm greet and then either show or physically take someone to where they need to go.
Length of Task:	6 months - flexible

Task Description

- To provide a welcoming and reassuring service to people who are sometimes anxious and afraid. Volunteers will therefore, be required to learn about their chosen hospital site in terms of giving directions and Wayfinding people to where they need to.
- Be the first point of call and support reception areas of the hospital sites and greet visitors and patient providing them with assistance.

Person Specification

- Friendly and positive
- Good confident communication skills
- Ability to work in a team
- Compliant with requests from staff
- Able to uphold the Vision and Values of Bart's Health Trust
- Ability to actively listen
- To be respectful and understanding of different patients cultures, ethnic and minority backgrounds
- Empathy and compassion
- Good level of spoken English

Training

- Welcome Induction and Introduction to the Vision and Values of the Trust
- Fire Training
- Health and Safety
- Moving and Assisting
- Basic Food hygiene
- Confidentiality and Disclosure
- Safeguarding

Uniform

- Tabard or T-shirt and Identity badge to be worn at all times.

Benefits

An experience of being part of the largest health Trust in Europe, regular volunteers bulletin, social occasions, and reference provided in line with policy.