

Volunteer Opportunities

Task Description

Volunteer Role:	Meeter and Greeter – Outpatients Clinic 5
Contact name:	Nancy Whiskin
Contact details:	0207 377 7792 or 0208 535 6772
Service area:	Royal London Hospital, Ear Nose & Throat / Head & Neck Outpatients
Objective:	Patient support during busy H&N clinic, talking to patients about waiting times, updating board of doctors waiting times, company of patients/relocation of patients in different waiting areas and liaising with nurses and doctors about patient experience
Length of Task:	6 months – flexible, Shift: Wednesdays 2PM – 6PM

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.

