

Volunteer Opportunities

Task Description

Volunteer Role: **Meeter and Greeter – Ambrose King Centre**

Contact name: Nancy Whiskin

Contact details: 0207 377 7792 or 0208 535 6772

Service area: Sexual Health Clinic, Royal London Hospital

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: 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.

Length of Task: 6 months - flexible

Task Description

- Meet & greet patients and visitors to the service
- Assist patients and visitors to select the correct reason for visit on the Self-Triage Form where appropriate
- Replenish supplies of pens, clipboards and Self-Triage Forms
- Update waiting times board in the waiting room
- Replenish leaflet stock in general waiting areas
- Ensure sufficient supply of refreshments in waiting area
- Assist patients and visitors with general queries

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.

