

Welcomer Volunteer Role Description



Title:	Welcomer
Directorate:	
Department/Location:	University Hospital Crosshouse Welcome Desk
Hours of role:	Negotiable; Monday through to Friday; (please note we would require a commitment of at least two hours per week for a minimum of six months volunteering which would in addition to any training requirements).
Role responsible to:	Business Administration Manager
Role accountable to:	Volunteer Manager, Patient Experience Team
Role aim:	The primary role of the Welcomer is to welcome the public at the main desk at Crosshouse Hospital.
Key duties:	<ul style="list-style-type: none">• To make service users, visitors and the general public feel welcome on entering the hospital and directing them to the Ward or Department required.• To reassure anxious users or visitors.• To help answer appropriate queries.• To liaise with Portering Services if someone needs to be pushed in a wheelchair to a ward or Clinic.• To liaise with NHS named contact as and when required.

Personal specification:

- Volunteers must be 18 or over or young people aged 17 – 18 undertaking a recognised youth programme e.g. Duke of Edinburgh This is not a clinical role and you will not be shadowing or assisting staff.
- Attention to detail.
- Good listening and communication skills are essential.
- Patience and composure.
- A caring, sympathetic, sensitive manner and a non-judgemental approach
- Reliable/ dependable and flexible.
- Understanding of confidentiality.
- Have a positive outlook and enthusiastic approach.

Additional requirements and general information

- Successful placement will be dependent on Disclosure Scotland PVG and Occupational health clearances plus two character references
- Maintain patient confidentiality at all times.
- Volunteers should not: undertake duties outside this role description without checking first with the Volunteer Manager; undertake any manual handling tasks without the appropriate training; undertake patients' personal or clinical care.
- A volunteer can offer emotional support and empathy but must under no circumstances offer advice of medical opinion on a patient's treatment
- Volunteers are in place to complement the work of the paid staff and are not used to replace roles that are normally undertaken by paid hospital employees.
- Volunteers are bound by the 'Volunteer Agreement' which should be signed and returned to the Volunteer Manager prior to undertaking this role.
- You will be required to undertake training relevant to the role including: corporate induction; role training prior to ward placement and other training as identified for the role whilst on placement.