

Outdoor Volunteer Role Description

Main Entrance

REPORTS TO: Volunteer Co-ordinator

HOURS: Days / times to be agreed with Individual volunteers
Guidelines: Approximately half a day per week

ROLE OUTLINE:

1. Provide a friendly, helpful, stress free and effective welcome to patients and visitors to Yeovil District Hospital.
2. Provide a general guiding and wayfinding service. Display a helpful and friendly approach to patients, visitors, staff and colleagues.
3. Provide clear and accurate information to help people find their way from the Main Entrance around the hospital estate.
4. If required, to escort patients and visitors to their relevant car parking areas offering the assistance of a wheelchair if needed.
5. Ensure people with specific needs are attended to appropriately.
6. As the hospital is in a Smoke free zone help advise smokers where smoking is permitted.
7. At the Main Entrance answer all general enquiries about the hospital and all its services.
8. Refer enquiries to appropriate departments or members of staff where further help is required.

This list is not exhaustive. Duties may vary according to the needs of the service.

Expectations and Responsibilities:

1. Work with sensitivity and an understanding of the issues facing those visiting the trust.
2. Be conversant and comply with the Volunteer Services Policy and associated Code of Practices.
3. Be aware of and adhere to all Trust policies and protocols highlighted by the Department Manager as relevant to the volunteer placement.
4. In the event of accidents, emergencies or unwanted occurrences, respond as directed by your Department lead.
5. If you are unable to attend for duty, please advise the Outdoor Volunteer Coordinator or Patient Experience Manager.