

Volunteer Role Description

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| Role Title | Welcome Guide |
| Purpose of the role | To welcome visitors to the hospital and direct them to wards and departments |
| Where | Royal Infirmary Edinburgh |
| When | Monday-Sunday between the hours of 8am-6pm |
| Tasks to be undertaken | <p>Tasks include;</p> <ul style="list-style-type: none"> • Welcome visitors to sites • Provide directions to the appropriate department/ward • Escort those who require additional support to correct location • Distribute PPE, hand gel or other materials as required • Deal with general enquiries • Direct deliveries to appropriate location • Liaise with portering service as required for wheelchairs • Take deliveries to wards as appropriate e.g. things dropped off for patients by families |
| Tasks not to be undertaken | <ul style="list-style-type: none"> • Preventing entrance to hospital/security tasks • Providing first aid or managing any kind of health need • Pushing wheelchairs (additional training is required for this) • Supervision or management of other volunteers |
| Skills, Attitudes and Experience needed | <ul style="list-style-type: none"> • Strong verbal communication and people skills • Non-judgemental, patience and sensitive approach • Positive attitude, willingness to learn, reliable and punctual • A good understanding of confidentiality • Must be mobile to move around the hospital with ease • A good understanding of the layout of the hospital (extra training will be offered) • Patience, understanding and sensitivity of the needs patients and their families • Adhere to all health and safety and fire regulations and to co-operate with the NHS in maintaining good standards of health and safety. <p>Please note training will be given on all aspects of the role</p> |
| Support /Supervision | Support will be provided by Reception Team and the VSM Team |
| Expenses | Agreed out of pocket expenses which are incurred when carrying out this volunteer role will be reimbursed in line with the NHS Lothian volunteer expenses policy and signed off by the VSM. |
| How to apply / what happens next | Application Pack, Informal interview, Training, Health Status checks, Disclosure/PVG |
| Created, by whom | Juliet Turk October 2022 |