

Volunteer Role Description

Role Title	Welcome Guide
Purpose of the role	To welcome visitors to the hospital and to support reduced delay during discharge
Where	Acute Hospitals across Lothian
When	Mon-Fri 9am-3pm (AM shift 9am-12noon, PM shift 12noon-3pm)
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 • Liaise with portering service when wheelchairs are required • Respond to ad hoc requests from wards for letters/prescriptions to be taken to pharmacy and return as required.
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 • Any medical or personal care task or the giving of advice
Skills, Attitudes and Experience needed	<ul style="list-style-type: none"> • Strong verbal communication and people skills • Non-judgemental, patience, understanding and sensitivity of the needs patients and their families • Positive attitude, willingness to learn, reliable, punctual and committed • Confident, articulate and personable manner with understanding and empathy • A good understanding of confidentiality, honest and trustworthy • Ability to walk/self-travel significant distances during a volunteering shift • A good understanding of the layout of the hospital and good sense of direction (extra training will be offered) • Attention to detail to ensure the correct medication is delivered to the correct place • 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 Voluntary Services Manager with day to day task allocation from Pharmacy Teams
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	Claire Garton Nov 2021 Updated Nov 2023

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