

Volunteer Role Description

| Note That 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 Tasks include; 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 Tasks not to be undertaken Preventing entrance to hospital/security tasks Preventing entrance to hospital/security tasks Provide graving of the reduction or management of other volunteers Any medical or personal care task or the giving of advice Skills, Attitudes and Storog 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 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) Mon-Fri dam and to date training will be given on all aspects of the role Adpend to be training will be given on all aspects of the role <th></th> <th>Welcome Guide</th> | | Welcome Guide |
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| Created, by whom Claire Garton Nov 2021 Updated Nov 2023 | | |
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