

Role Title	Welcome Guide
Purpose of the role	To welcome visitors to the hospital and support them with wayfinding. To help reduce delays during discharge.
Where	Across all NHS Lothian hospital sites.
When	Volunteering hours are focussed typically, Monday to Friday <ul style="list-style-type: none"> • 9am to 12 noon • 12 noon to 3pm Offers of support outside these hours will also be considered.
Tasks to be undertaken	<ul style="list-style-type: none"> • Provide a warm welcome to patients and visitors • Provide directions to the appropriate department/ward • Escort those who require additional support to correct location (this can include pushing someone in a wheelchair if manual handling training has been completed) • Liaise with portering service when wheelchairs are required, and helping to restock wheelchairs as needed • Respond to ad hoc requests from wards for letters/prescriptions to be taken to pharmacy and return as required • Support the distribution of leaflets and posters across the site • To report safety concerns in a timely manner
Tasks not to be undertaken	<ul style="list-style-type: none"> • Medical care including first aid • Personal care – e.g., toileting, changing • Preventing entrance to hospital/security tasks • Manual handling of patients e.g., assisting to stand, transferring from bed to chair, getting in and out of a wheelchair • Giving advice • Pushing wheelchairs without appropriate manual handling training • Supervision or management of other volunteers • Assisting patients to call taxis
Skills, Attitudes and Experience needed	<ul style="list-style-type: none"> • Confident communicator with a good grasp of English (this includes verbal, written and listening skills) • Non-judgemental and empathetic, with an awareness of hidden disabilities • Proactive, positive and able to follow instructions • Reliable, punctual and committed

	<ul style="list-style-type: none"> • Able to walk/self-travel significant distances during volunteering hours • 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 if supporting pharmacy tasks • Ability to adapt communication styles to support the different communication needs of patients and visitors • Commitment to delivering high standards and a quality service • Understanding of the need to adhere to all health and safety, and fire regulations. To cooperate with the NHS in maintaining good standards of health and safety. • Understanding of the need to adhere to NHS Lothian confidentiality policy • Commitment to demonstrating NHS Lothian values and behaviours
Level of Disclosure Scotland Check Required	<p>This role involves regulated activity with adults and therefore you will be asked to join the PVG scheme to work with adults. If you are already a member your membership will be updated.</p> <p>Please note: This will be requested for you and paid for by NHS Lothian, you do not need to apply or pay for this yourself.</p>
Training	<p>Training will be given on all aspects of the role.</p> <p>Manual handling training must be completed prior to pushing wheelchairs.</p>
Support /Supervision	<p>Day to day support will be provided by the Voluntary Service Manager on your site as well as local reception teams where these are in place. Ongoing training and support will be provided to you by the Voluntary Services Team.</p>
Expenses	<p>Out of pocket travel expenses will be reimbursed in line with NHS Lothian's Volunteer Expenses Procedure</p>
How to apply / what happens next	<p>Complete our online application form here: https://www.nhslothian.scot/getinvolved/volunteering/online-application-form/</p> <p>Volunteers will be invited to attend a semi-formal interview, followed by mandatory training and a local induction for their chosen role.</p>
Role created date	<p>Reviewed May 2024 2nd review May 2025</p>