

WAYFINDER/OUTPATIENT VOLUNTEERS

Daily shifts are:

Wayfinders	7.30am-11am	10.30am-2pm	1.30pm-4.30pm	4.30pm-8pm
Outpatients	8.30am-12noon	1pm-4.30pm		

Reporting to: Receptionist. Head of Department: Volunteers' Coordinator

Tasks include (depending on chosen shift):

Assistance is provided to all people, whether they be patients, visitors or staff.

- Wayfinding enquiries at both reception and throughout the hospital.
- Escort people where necessary.
- Assist with the pushing of wheelchairs.
- When possible, ensure sufficient wheelchairs are available in main reception, maternity entrance, XRay dept and Emergency Dept.
- Take specimens to the laboratories when requested.
- Take patient notes from dept to dept at the request of staff, coordinated by main receptionist
- Transporting patient notes from outpatient reception to clinic prep rooms.
- Take items to wards/departments at the request of the main receptionist.
- Assist with guidance of visually and/or hearing impaired people.
- Collection of patient notes and property for bereavement office.
- Collection of Friends & Family Test feedback cards.
- Collection of used printer cartridges and old mobile phones for fundraising.
- Putting up and removal of posters around the hospital.
- Distribution of patient and staff information around the hospital.
- Chatting to patients.
- Other tasks which may from time to time be agreed with the Volunteers' Coordinator.

Person Specification

- Share the Trust's value "Where People Matter"
- Approachable and friendly personality
- Good communication and listening skills
- Calm nature and is not easily flustered
- Has an interest in excellent patient care
- Has the ability to work under their own initiative as well as part of a busy staff team
- Reliable, committed, high integrity, honesty and trustworthiness
- Caring and compassionate

Additional Training

- Orientation and site knowledge
- Wheelchair use
- Sensory awareness
- Dementia friends
- Patient handling