

Volunteer Role Description

Guides Service Volunteer

Purpose of Role

Directing patients and other hospital visitors who are unfamiliar with the hospital layout to their destination.



Main Tasks

- Greeting patients and visitors in a friendly manner.
- Listening patiently to their query. This may involve reading an appointment letter.
- Directing them to the appropriate hospital location – this may sometimes involve walking with them for some of their journey.
- Taking and passing on messages as requested.
- Sharing information with and supporting the Main Reception desk staff when appropriate.
- Attending relevant mentoring and training sessions when requested.

Skills and Personal Qualities Required

The role would suit someone who...

- Is a confident, friendly and clear communicator
- Is able to work under pressure at times.
- Is able to either work standing up or use seating arrangements agreed with Trust staff during their shift.
- Has a good knowledge of the hospital layout – or would like to learn it.
- Is a capable and sympathetic person who will be able to cope when patients and visitors experience anxiety and distress
- Is reliable and willing to keep in contact
- Is conscientious, especially in following hospital procedures, in particular regarding hygiene and infection control
- Can be relied upon to keep patient and visitor information absolutely confidential
- Is happy to represent the Friends to the general public and wear a FOYH lanyard, plus a hospital ID badge, while volunteering

Availability Required

A regular 2 to 3 hour work slot, either weekly or fortnightly.

Volunteers are asked for a commitment of at least 6 months.

Location

York Hospital – based at Main Reception

FOYH Contacts

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