

## Volunteer Opportunity Outline

**Name of opportunity: Meet and Greet**

<b>Department :</b>	Communications
<b>Location:</b>	North Devon District Hospital
<b>General outline of role:</b>	To provide a friendly and helpful welcome to patients, families and visitors to NDDH, supporting the Information Desk and Patient Advice Liaison Service (PALS) in providing a way finding service.
<b>Key responsibilities:</b>	In conjunction with the Information Desk in the main foyer, direct or accompany patients, families and visitors to their appropriate destination.
<b>Key tasks involved:</b>	<p>Liaise with Information Desk and PALS and support the way finding role by directing or escorting patients, families and visitors to their appropriate destination</p> <p>Actively look for anyone who may be lost or may need help.</p> <p>Use initiative and patrol the busiest areas of the hospital reception area.</p> <p>Wait with vulnerable people at the main entrance while their transport arrives.</p>
<b>Key people the volunteer will be working with:</b>	<p>Information Desk</p> <p>Patient Advice Liaison Service (PALS)</p>
<b>Time commitment – details of days and hours required and what flexibility there is, if any</b>	<p>2-4 hours per week for at least six months.</p> <p>Hours will be between 9.00am and 5.00pm weekdays, especially Tuesdays and Thursdays.</p>
<b>Skills required</b>	<p>Friendly and polite and able to chat easily.</p> <p>Ability to approach people in a confident and caring manner.</p> <p>Good listening skills.</p> <p>Reliable, sensitive &amp; tactful.</p> <p>Physically mobile in order to show people around the hospital using lifts or stairs.</p>

<b>Any specific educational requirements/qualifications</b>	Basic literacy and numeracy.
<b>Workplace training required for role, if appropriate</b>	NDHT volunteering induction and work place induction.
<b>Will driving be required</b>	No.
<b>DBS check required</b>	Yes.