

## Volunteer Specified Role

**Volunteer Area: - Meet and Greeter (Main Reception & Outpatients Department (OPD))**

**Responsible to: Volunteer Co-ordinator  
Main Reception Team & Julie Fletcher (OPD)**

### **VOLUNTEER ROLE PURPOSE**

Support the Main Reception & OPD Team by helping to assist patients/members of the public by guiding/advising them of their destination, assisting with general queries and assisting with wheelchair support.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **SPECIFIC**

- To greet patients, families and visitors coming into the hospital.
- To offer support and guidance as and when required.
- Direct patients, families and visitors to their required destination either by giving verbal direction or by escorting them.
- Assisting patients in wheelchairs to their required destination.
- Assisting with general enquiries.
- Support the function of the reception staff.
- Work in partnership with the OPD volunteers.

#### **GENERAL**

- Ability to respond to a range of difficult and emotional situations both face to face and on the telephone with an efficient and caring manner
- Excellent customer service skills. Be enthusiastic, friendly and approachable
- Demonstrate a commitment to the role with regular attendance
- Maintain confidentiality
- Able to complete tasks required independently and as part of a team

This document is not intended to form a part of a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

