

## Volunteer Specified Role

**Volunteer Role: - Outpatient 3, Procedure Suite**

**Responsible to: Matron  
Volunteer co-ordinator**

### **VOLUNTEER ROLE PURPOSE**

To meet users of the service and provide a welcome In accordance with University Hospitals of North Midlands NHS Trust Policy on working with volunteers (HR05).

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **SPECIFIC**

- Meet and greet users of the service and provide a welcome.
- Offer refreshments for patients throughout the day.
- Ensure that the area is kept tidy.
- Run errands on behalf of the Department.
- Befriend and assist patients.

#### **GENERAL**

- Must be patient, sympathetic and able to empathise with patients and other members of the public.
- Good communication skills
- Must attend on a regular basis and be reliable and dependable.
- Must be committed to the role.
- Aware of infection control issues and good hygiene practice.

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.