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| Role: Reception helper  |
| Purpose: Your role will be to provide support to patients and staff members during this time of increased pressure on NHS services due to Covid-19 (Coronavirus). As a volunteer you will be based at reception. You will engage with visitors and patients as they arrive. You will help them get to their appointments and you will also receive training on how to answer common questions around Covid-19. You will also be given information to distribute as required. |
| Duties (what you will be doing):* Be a professional and welcoming presence at the reception desk
* Provide up to date information on Covid-19 based on the latest advice from the Trust
* Signpost visitors and patients to the relevant ward or department
* Remind visitors to gel their hands
* Answer phone calls and direct accordingly to the relevant department or individual
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| Boundaries (what you won’t be doing):* No clinical care of patients
* No personal care (e.g. toileting or getting patients changed)
* No lifting of heavy equipment
* No clinical advice on Covid-19 (we do not expect you to be an expert)
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| Time commitment: Each volunteering shift is 4 hours long. You must commit to at least one shift per week on any day of the week at one of the following times:* 9 am to 1 pm
* 1 pm to 5 pm
* 5 pm to 9 pm
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| Location:Chelsea and Westminster Hospital, 369 Fulham Rd, London SW10 9NH West Middlesex University Hospital, Twickenham Rd, Isleworth TW7 6AF |
| Requirements of the role:Age: You must be 16 years or older to volunteer in this roleAccessibility: This role is accessible to people with wheelchairs or who have other mobility issuesAs a volunteer you will embody the Trust’s values:* Putting patients first
* Responsive to, and supportive of, patients and staff
* Open, welcoming and honest
* Unfailingly kind, treating everyone with respect, compassion and dignity
* Determined to develop our skills and continuously improve the quality of care

Skills and other requirements:* You must be self-motivated; with an ability to think on your feet and work independently
* You must be punctual and dependable
* You must have a professional and friendly demeanour
* You must be flexible and eager to learn
* You need a thick skin. Some patients might be distressed, and seeing patients with delirium or dementia can be distressing for some
* This is not a job shadowing opportunity and should not be considered a work placement. You must be motivated to volunteer, rather than shadow clinical staff

Pre-placement checks and training:* You must have a standard criminal record check (DBS) for this role. If you do not have one already then we can organise and pay for one
* You will receive a core volunteering induction
* You will also receive a local induction and orientation. This will include any training that is relevant to perform your tasks
* You will receive a volunteer pack
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| Champions: Your volunteering champions will be the estates and facilities team who manage the reception area. They will provide you with an induction and support during your volunteering.  |