

Volunteer Role Description

Volunteer role:	Way finder Volunteer
Based at:	Homerton Hospital, Homerton Row, London, E9 6SR
Days/times:	Minimum 8 hours a month – Monday - Friday in two or 4 hour blocks.
Volunteer Supervisor:	Volunteer coordinator/Front Reception Desk
Main purpose:	To support patients in getting to the correct place for their appointments

Background

Homerton Healthcare site has seen significant changes due to the pandemic and some temporary site changes remain in place to maintain patient, visitor and staff safety. Whilst signage is in place to direct patients navigating the site it is recognised that way finders bring invaluable support.

Duties

1. To be present at the way finder spots and ready to introduce yourself to patients as the way finder Volunteer.
2. To check with the Volunteers coordinator about priorities and any issues you should be briefed about.
3. Direct and where appropriate escort patients to their location on site.
4. Proactively offer support to anyone who appears lost or having difficulty in reading/navigating signage.
5. When escorting vulnerable patients to locations ensure a member of staff is aware of their arrival

Person Specification

Way finder Volunteer

Essential

- Aged 16 or over
- Reliable and trustworthy
- A commitment to improve patients' experience
- Well presented, with a friendly and approachable manner and good verbal communication skills
- An ability to be patient and calm even in the face of difficult situations
- An ability to act on own initiative within the role description
- A willingness to be flexible and to follow the guidance of a Volunteer Supervisor
- A commitment to the trust's equal opportunities and diversity policies
- Volunteers must adhere to the Homerton's volunteer guidelines, including rules on confidentiality, health and safety, safeguarding adults and children and manual handling
- To be willing to receive training in customer care, communication skills and any other areas as appropriate to the volunteer role

General information

- Volunteers should not undertake duties outside this role description without checking first with their Volunteer Supervisor.
- Volunteers must not undertake any manual handling tasks.
- A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature.
- Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients' affairs with any person other than the relevant staff. If a patient discloses information relevant to their condition, the volunteer should direct the patient to speak to the Nurse in Charge.
- Volunteers are complementary to paid staff and must not be used to replace roles that are usually undertaken by hospital employees.