



# The Friends of St Cross

We support The Hospital of St Cross, Rugby  
and the local community and mental health services



## **Role Description: Meet and Greet Volunteer - Day Surgery / X-Ray**

**Responsible to:** Meet and Greet DSU Service Co-Ordinator

**Accountable to:** Board of Trustees

### **Role Outline**

The Help Desk Volunteer:

- Can be a first point of contact for patients and visitors entering the Hospital
- Escorts patients/visitors to the areas that they need to go to
- Is fully aware of the layout of the Hospital and services provided in the departments/wards
- Provides information regarding the Hospital Site e.g. the car park charges, locations of machines, bus timetables, location of the canteen/tea bar for refreshments

### **Learning and development**

To ensure you have the skills and knowledge required for this role, you will need to complete around 5 hours of induction, training and development within the first 4 weeks. Training is provided by working with a current volunteer.

At the induction you will receive a copy of the Volunteers Handbook which contains a summary of UHCW Policies and procedures.

### **Desired Skills/Experience required**

- Good communication and interpersonal skills
- Ability to work with others as well as independently
- A helpful, patient, calm and friendly manner
- Ability to follow role guidelines and work within them
- A flexible approach and a willingness to get involved as required
- To be fully aware of the layout of the hospital and the services provided

### **Time Commitment**

Shifts are Monday to Friday, 9-12 noon and 1.30pm-4pm.

We would prefer volunteers to commit to at least one shift per week or fortnight, with a minimum commitment to the role of 6 months

Always ensure you are aware of your shift time and arrive in good time. If you are unable to attend, please try to obtain a replacement by swapping with a colleague on the rota. If this is not possible, inform the Help Desk service Co-ordinator as soon as possible

Please advise the Co-ordinator of any planned long-term absences



# The Friends of St Cross

We support The Hospital of St Cross, Rugby  
and the local community and mental health services



## **General Volunteer Responsibilities:**

- All volunteers will be required to attend mandatory training sessions together with an induction programme and role specific training and comply with this training. We will provide on-going updates and information at regular intervals whilst you are volunteering with us
- Always sign in and out of your shift for Health and Safety requirements and to ensure attendance records are accurate
- Volunteers must certify that there has been no change, or advise of any change there has been, to their DBS or health status on an annual basis
- You must ALWAYS wear an identity badge
- Volunteers must conform to all Trust policies and procedures that they are made aware of
- Report any accident or issues arising on duty to a member of hospital staff
- Be accountable for upholding the values of Friends of St Cross and be responsible for your own attitude and behaviour
- Respect patient confidentiality at all times.

## **Key Tasks**

- Welcome patients/visitors to the hospital
- Escort patients/visitors to the areas that they need to go to if required.
- Refer any visitors who wish to see a staff member to the porters.
- Advise the porters regarding any issues with parking machines, toilets etc
- Guide Patients/Visitors to a telephone in the Porters lodge to ring for taxis.
- Collect prescriptions from Pharmacy for Patients
- Provides information regarding the Hospital Site.

*N.B. Patients in Wheelchairs can only be pushed by a Volunteer where Wheelchair training has taken place. This training is optional.*

## **Diversity**

Everyone has the opportunity to be treated with dignity and respect at work and has a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy

## **Safeguarding**

The Trust is committed to ensuring the safeguarding of vulnerable adults/children in our care. All employees/volunteers are required to be familiar with their responsibilities in this area and to raise any concerns as appropriate

## **What can you expect from us?**

You will be fully supported by the Board of trustees and other service coordinators.



# The Friends of St Cross

We support The Hospital of St Cross, Rugby  
and the local community and mental health services



## Help Desk Volunteer Day Surgery - Operations Procedure

- Ensure that your hands are washed/always kept clean, long hair is tied back, and that you adhere to the “bare below the elbows” policy at all times
- Volunteers work in pairs
- Sign In/Out at the Porter’s Lodge
- Volunteers to locate themselves within the Day Surgery Entrance lobby to be clearly visible to patients/visitors.
- Volunteers are entitled to a free Tea/Coffee from the Tea Bar or Canteen
- In the event of an emergency with no other staff member present, ring 2222 and explain the location and details of the event.

CONFIDENTIAL