

## Volunteer Placement Tasks

# Way Finder – Hub (City)

### 1.0 Role summary

The role of volunteers at the Hub at City will be to help create a friendly, welcoming and helpful environment at the main entrance of City Hospital also to offer directional advice and practical assistance as required by patients and visitors.

### 2.0 Key Tasks

**Way Finder** – Volunteers can help people find where they need to go and help them get to their appointments. Key Tasks include:-

- Acting as a point of contact, welcoming people into the main areas of our sites
- Providing clear, accurate and helpful information to aid people in finding where they need to go
- Helping people with the self/check-in kiosks
- Providing information on local amenities/services
- Reading patient appointment letters and directing or taking people to the right place.
- Actively looking for wheelchairs around the hospital and car parks and returning them to their relevant place
- Encouraging visitors to wash hands and comply with infection control requirements.

### 3.0 Confidentiality

The volunteer must maintain confidentiality of information relating to patients, staff and other Health Service business.

### 4.0 Health & Safety

Volunteers must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

### 5.0 Equal Opportunities

The Trust has a clear commitment to its equal opportunities policy and it is the duty of every volunteer and employee to comply with the detail and spirit of the policy.

### 6.0 Smoking

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its volunteers, employees, service users and visitors. Smoking is therefore not permitted in accordance with the guidelines set down within the Trust Smoking Policy.