

## Volunteer Placement Tasks

# Way Finder

### 1.0 Role summary

The role of volunteers to the outpatient departments will be to help create a friendly, welcoming and helpful environment at Sandwell and West Birmingham Hospitals NHS Trust also to offer directional advice and practical assistance as required by patients and visitors in collaboration with other 'front of house' personnel.

**NB All duties will be carried out under the supervision/guidance of the nursing staff but will never include tasks of a clinical nature.**

### 2.0 Key Tasks

**Way Finder** – The role of volunteers in our outpatient departments is to help create a friendly, welcoming and helpful environment. Volunteers can help people find where they need to go and help them get to their appointments, with the support of the Trust employees. 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, checking on patients in waiting areas, informing them of waiting times and offering refreshments where needed
- 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.



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## 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.

