



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.

