

# Volunteer Role Profile

Volunteer Role	<b>Volunteer Guide BRI</b>
Volunteer Manager	<b>Volunteer Coordinator</b>
Where you will be based	<b>Hospital</b>

## Why we want you

A visit to a hospital can be a daunting and stressful experience for many people. Our volunteer guides will give a friendly greeting and strive to make patients and visitors feel welcome.

Our Volunteer Guides act as a point of contact when people enter Trust sites, helping patients and visitors navigate the Trust finding the department or ward they need.

## What you will be doing

- Greet and welcome patients and visitors to our hospital at BRI.
- Offer assistance to and help with enquiries from patients and visitors
- Signposting patients and visitors to wards or appointment
- Provide clear and accurate directional information and escort patients to the relevant services and departments if necessary
- If the volunteer is willing and happy to do so - use a hospital wheelchair to escort patients/visitor to appointments/wards subject to physicality of volunteer and used on a flat surface only

## The skills you need

- Relate to people in a polite, friendly and courteous manner
- Good communication skills
- Ability to respect confidentiality
- Punctual and reliable
- Well presented, with a friendly and approachable manner
- Able to demonstrate empathy and compassion
- Willingness to be flexible and to follow the guidance of the Supervisor
- Ability to manage own time effectively
- Willing to use Assemble, the Volunteer Management Database
- Compliance with the Trusts Volunteer Policy and the Volunteer Handbook
- A commitment to uphold the Trusts Values
- A commitment to uphold the Trusts Equality and Diversity Policy

## What's in it for you

- All training is provided by Bradford Teaching Hospitals NHS Foundation Trust

- The opportunity to gain the National Volunteer Certificate
- Excellent volunteer support
- Out of pocket expenses paid
- NHS ID provided
- Gain new skills and experience

## **Disclaimer**

Volunteers CANNOT be involved in any of the following:

- Clinical or medical treatments of any kind
- Psychological interventions
- Clinical advice
- Moving or handling of patients
- Personal care activities including toileting and bathing
- Escorting patients off hospital premises
- Lifting or handling of heavy equipment
- Undertake any role outside of their volunteer role without checking first with their volunteer coordinator

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 or carer discloses information relevant to their condition, the volunteer should direct the patient or carer to speak to the supervisor in charge.

Please note: The work of volunteers will complement and not supplement that of paid employees of the Trust.