

# Volunteer Role Profile

Volunteer Role	<b>Friends of St Luke's Wayfinder Volunteer</b>
Volunteer Manager	<b>Volunteer Coordinator</b>
Where you will be based	<b>Hospital</b>

## Why we want you

The Friends of St Luke's are a well established small charity who raise funds for the hospital by running Tea Bars, and stalls across St Luke's Hospital.

A visit to a hospital can be a daunting and stressful experience for many people, and to help the experience a patient receives on arrival at the hospital, we are currently looking for Wayfinder volunteers to help signpost patients to their destination on arrival at St Luke's Hospital.

Our Wayfinder Volunteers at St Luke's Hospital, will give a friendly greeting, directing those patients and other hospital visitors who are unfamiliar with the hospital, to their destination.

We are specifically looking for people who are committed and can give their time regularly for a rostered shift, usually a morning or afternoon. You will be punctual, honest, and reliable and have a friendly and approachable manner. No prior experience is necessary as training will be provided.

## What you will be doing

- Greet patients and visitors to St Luke's Hospital in a friendly manner
- Help with enquiries from patients and visitors
- Signposting patients and visitors to wards or appointments
- Provide clear and accurate directional information and if necessary, walk with patients to the relevant services and departments if necessary
- Signpost patients and visitors to services such as: PALS, SPARC, Bereavement, Charities etc.

## The skills you need

- Relate to people in a polite, friendly and courteous manner
- Good communication skills
- Punctual and reliable
- Well presented, with a friendly and approachable manner
- Able to demonstrate empathy and compassion
- Ability to respect confidentiality
- Willingness to be flexible and to follow the guidance of the Supervisor
- 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
- Desirable - Has a good knowledge of the hospital layout – or willing to learn
- Desirable - Comfortable working in a fast paced environment
- Desirable - Flexible and responsive – able to think on one’s feet and to change activities quickly throughout a shift

### **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 - including conveying of patients/visitors in a wheelchair
- 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.