

## VOLUNTEER ROLE DESCRIPTION

**Aim:** To enhance the quality of life and environment of the patients by providing social and practical help.

The Volunteer Manager is overall responsible for all volunteers. On a daily basis tasks will be given by the Volunteer Supervisor which should be in line with the volunteers role description.

Volunteers Name:	Commencement Date:
Duty Day/s & Time/s:	Supervisor:

**Role Title:** Meet and Greet Volunteer.

**Role** Meet, greet and assist patients/carers on arrival.

**Directorate/Department:** Community/GP surgeries/inpatients

**Location:** A number of different locations throughout Portsmouth, Southampton & Hampshire

**Hours Per Week:** 2 to 3 hours per week, times and days can be flexible.

This opportunity is to provide excellent first point of contact for our patients/carers/service users. We believe that listening to our patients/carers/service users enables us to improve all that we do. This role requires someone who is friendly, polite, and professional and enjoys working with the public.

**Accountable to:** Senior Nurse on duty

**Summary of Responsibilities:**

- Gain feedback from patients/carers/service users.
- Maintain confidentiality.
- Feedback any relevant information from patients to the Patient Experience Team and Governance Lead.

**Summary of Responsibilities:**

- Meet and greet people directing them and assisting them on arrival.
- Chatting to waiting patients/carers and putting them at their ease.
- To gain feedback from patients/carers/service users by means of paper surveys and/or ipads.
- To support patients/carers/service users to undertake the survey.
- To engage and identify techniques for communicating with clients with communication needs.
- To liaise with the Patient Experience Team to identify service areas that requires support and attendance to undertake surveys.
- To maintain confidentiality regarding feedback given and to highlight any areas of concern to the Patient Experience Team.

**Limits of Authority:**

- There will be no supervisory duties with this role.

**Volunteers must:**

- Observe hand gel and infection prevention practices at all times.
- Adhere to Trust Policies i.e. confidentiality.

**Volunteers must NOT:**

- Access patient or staff identifiable data if not authorised by the Trust.
- Take any patient information from the Trust property.
- Have contact with bodily fluids.
- Handle Instruments/Needles/Syringes.
- Handle contaminated waste (including delivery/collection of specimen.
- Undertake any manual handling procedures.
- Must not undertake any patient lifting.
- Carry out any tasks that are classified as CQC regulatory activities.
- Must not transport patients in a vehicle unless agreed.