

VOLUNTEER ROLE DESCRIPTION

THIS IS A TEMPORARY ROLE DURING THE COVID-19 PERIOD

Title	Covid-19 Period – Meet and Greet
Department	Birmingham Children's or Birmingham Women's Hospital
Purpose	To be a responsive volunteer, supporting with the below key tasks.
Time commitment	Minimum of one three hour session per week for three to six months. Hours between Monday to Sunday 9am-7pm, although these may vary depending on the department.
BWC values	Ambitious, Brave, Compassionate

Key tasks (what you will be doing):

- Screening visitors on main hospital entrances, prior to access. Support and guidance given, a member of staff will be with you at all times.
- Meet and greet patients, relatives and visitors signposting/escorting to their required place
- Provide our patients, relatives and visitors with a warm welcome
- Try and answer any general enquiries about the hospital and its services
- Refer enquiries to the appropriate member of staff
- Actively support anyone who may need your support
- Report any untoward incidents to the Main Reception desk
- Escort patients to different departments within the hospital for bloods tests, scans and x-rays as instructed by clinical staff
- Respond to requests for support
- Ensure a tidy environment across our hospital
- Display latest information posters around the site

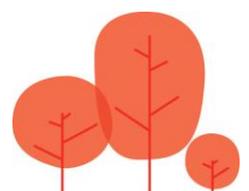
Boundaries (what you won't be doing):

- No clinical care of patients
- No personal care (e.g. toileting or getting patients changed)
- No lifting of heavy items/equipment
- No feeding of patients
- Keep all information given or discussed within the hospital confidential
- Attend relevant training & induction sessions provided by your department
- Demonstrate the BWC values in your actions and behaviours

Requirements for the role:

Age: 18 to 69 and in good physical health with no underlying health conditions

Accessibility: This role requires you to be fit and healthy as it involves a lot of walking.



Skills and other requirements:

- Embody our Trust Values
- Experience of working or volunteering with children, young people and families
- Ability to approach patients, parents and families in a confident and caring manner
- Understanding of loss and bereavement issues
- Listening skills
- Sensitive and tactful
- Emotionally mature
- Reliable and trustworthy
- Understanding of, or ability to learn, personal and professional boundaries
- This is not a job shadowing opportunity and should not be considered a work placement. You must be motivated to volunteer, rather than shadow staff

Benefits to the volunteer:

- Opportunity to volunteer in a great hospital
- Improve the experience of patients and their families
- Experience a professional environment
- Gain skills and practical experience with children and young people

We will provide:

- Induction into the hospital and your ward/department
- On-going support from a named member of staff
- Additional training as required for your role including – hand washing / Covid-19 advice / use of PPE / Manual handling
- Reimbursement of your travel expenses (on production of receipts)
- Reimbursement of a meal if you complete more than 4 hours
- A written reference upon the completion of 50 hours of volunteering

**WE THANK YOU FOR YOUR SUPPORT AND COMMITMENT TO THE NHS
DURING THE COVID-19 PERIOD**

