

Guides- Volunteer Role Description

To be a welcoming and friendly first point of contact to visitors arriving at the Whittington Hospital Trust. To direct or lead patients around the hospital site, advising on the safest or quickest routes to their destinations.

Key tasks:

- To be a friendly face in welcoming patients and visitors to the site.
- Help patients navigate to the right ward or clinic for their appointment, including walking with or guiding patients personally to the right area of the hospital.
- To be knowledgeable about the layout of the hospital.
- To maintain the area that you are located, leaving it tidy and presentable.
- To keep up to date with closures and changes to clinic or ward locations. Helping to redirect patients as and when needed.
- Where possible refer patients to the main reception desk or clinic receptions for wheelchair and porter requests, as well as any questions outside of the volunteer's knowledge.
- To direct patient and visitors to services both within and outside of the hospital, such as toilets, cash points, cafes, and shops. This may also include tube, train, or bus stops, where possible.
- To chat to patients who are waiting for transport or appointments in the main foyer and across the hospital site.
- A commitment to upholding patient confidentiality and a willingness to learn about Data Protection
- Carry out your volunteer role to the best of your ability within the boundaries of the Role Description, organisational policies, and training.

Would suit:

- A friendly, positive, and approachable individual.
- Someone that has an ability to act on own initiative and be pro-active.
- You will need excellent communication skills.
- Ability to work well within a diverse team and share our core beliefs as a Trust.
- An ability to follow instructions.
- Someone that is respectful and attentive to patient and visitor needs with a good attention to detail.
- Physically be able to stand and/or move around the hospital site with ease for the duration of a shift.

Time Commitment:

- Ideally, we are looking for individuals who can volunteer for around three hours weekly.
- There are no specific shift times, but most volunteers will volunteer on chosen days and then stick to those days. This allows us to plan the service and know who is expected and where they will be placed.
- We ask volunteers to commit to a minimum of six months with us initially.

How to apply:

If you would like to apply, please complete our application form, along with occupational health forms 1 & 2 and email them to whh-tr.volunteers@nhs.net We will need a photo ID along with 2 proof of address documents for an enhanced DBS check.

There will be a selection process to ensure we match the right person to each role, or other possible opportunities.

We will review your information and then arrange a time to speak with you, either in person or over the phone. You will be invited to have an occupational health appointment and will have an induction.

Please ring 0207 288 3936 for further information or e-mail whh-tr.volunteers@nhs.net

Address:

Volunteer Services Department,
Level 0, Magdala Avenue,
London,
N19 5NF.

