

Role Descriptor

Title: Meet and Greet volunteer

Reports to: Trinity Ward Manager/ Ripon Hospital Administrator

Hours: Anyday 10am-8pm (whenever available during these hours)

Location: Ripon Community Hospital

Role Summary

This volunteer role provides a meet and greet welcome service for patients and service users arriving at the Main Entrance of Ripon Community Hospital. They will provide a friendly welcome and way-finding information to help patients and service users find the area of the Hospital they require.

Key Responsibilities

- To sign in and out for each volunteer session in the 'Volunteer Sign In Book' based in Ripon
- To wear the HDFT Volunteer lanyard and ID badge whilst on duty
- To follow correct infection prevention and control procedures in wearing correct PPE and hand hygiene
- To be / become familiar with the layout of the ward / department locations at Ripon Community Hospital
- Advise on parking guidelines
- Refer to Trinity Ward staff when not sure how to support patient or service user
- Check in with Nurse in Charge at start of session to identify key staff lead on Trinity Ward for session

Other Factors

- Volunteers in this role may wish to support patients in wheelchairs to the locations, for the safety of patients and volunteers, a HDFT Wheelchair Training Course must be completed. Please contact the Volunteer Team for further information. Please note that moving patients via wheelchair is optional and not a requirement of the role
- To undertake any further training that may be required from time-to-time
- This role takes place within the environment of a busy hospital entrance meeting and greeting sometimes high volumes of people and providing them with way-finding advice

Volunteers will not:

- Move patients using wheelchairs unless they have undertaken the HDFT Wheelchair Training Course for Volunteers. If the Volunteer has not attended the course, Porter assistance must be requested for the patients or service user via Trinity Ward
- Advise patients as to their treatment, medication or condition
- Monitor patients
- View patient letters without being invited to by patient

Infection Control

- Volunteers must comply with the Trust's "Bare below the Elbows" policy and PPE guidance
- A Volunteer must not attend the hospital for a period of 48 hours after completion of an episode of diarrhoea and/or vomiting
- A Volunteer must not attend with flu, cold, unexplained rash or are generally feeling unwell.