

PLACEMENT PROFILE FOR VOLUNTEERING

Placement title:	Wayfinder Volunteer
Main aim of placement:	To help create a friendly, welcoming and helpful environment at the new Welcome Centre, the main entrance to the Bristol Royal Infirmary (BRI) from December 2013
Placement location and hospital site:	Welcome Centre, BRI
Named Contact (name & job title) for day to day accountability for volunteer:	Gill Cross Administration & Clerical Manager

Times placement available for volunteering:	Various volunteering times available during the periods: 8.00am – 6.00pm Monday to Friday 1.30pm – 6.00pm Saturday and Sunday
Duration of placement (if not on-going):	Ongoing Welcome Centre opens on 16 December 2013
Level of CRB check required:	Enhanced

Description of main tasks specific to the placement:

- To display a helpful, friendly and courteous attitude to patients, visitors, staff and colleagues
- To act as a contact point welcoming people into the main area of our hospitals
- To provide clear and accurate directions to help people find their ward, clinic or department.
- To escort people to their ward, clinic or department as appropriate
- To provide information on local amenities
- To refer to appropriate member of staff if outside the remit of the 'meet and greet' role
- To attend regular training sessions as required

Details of any specific skills / attributes required by volunteer:

- Ability to communication with all groups of people
- Friendly, approachable personality
- Helpful and accommodating manner
- Sensitive, compassionate and tactful nature
- Ability to give clear and concise directions
- Negotiating skills and experience of dealing with difficult situations
- Able to work on own or part of a team
- Willingness to escort visitors to a ward, clinic or department if necessary

What the volunteer can expect to gain from the placement:

- Experience of working in a hospital setting
- Working as part of a team
- Companionship and the opportunity to meet other volunteers
- Working in the knowledge that you are making a difference to those visiting the hospital sites.

A volunteer is a valued member of University Hospitals Bristol NHS Foundation Trust and is expected:

- To volunteer within the guidelines agreed by the Voluntary Services Manager and Named Contact for the placement
- To carry out their duties with consideration and respect to all staff, general public, Foundation Trust members and patients at all times
- To maintain confidentiality at all times, whilst on placement and once the placement is complete
- To maintain good standards of communication with staff, general public and patients at all times
- To comply with the Trust's Health & Safety Policy and other policies provided to the volunteer upon their commencement of duties.

University Hospitals Bristol NHS Foundation Trust will at all times actively support, encourage and develop the voluntary services provided by individuals on placement. It commits to treat its volunteers with respect and courtesy and ensure that they receive appropriate training for the placements they undertake.

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

You have a responsibility for contributing to the reduction of infections.

This is not a contractual relationship between University Hospitals Bristol NHS Foundation Trust and the volunteer.

July 2013