

Volunteer Role Profile



Volunteer Role

Patient Companion Volunteer

Volunteer Manager

Hospital Volunteering Team

Where you will be based

Hospital

Why we want you

This role will help ensure that patients and visitors have a welcoming, supportive and friendly first point of contact; and provide support behind the scenes as a chaperone or within the recovery room. By giving your time and showing kindness you will improve the experience of our patients and support these important aspects of patient care.

What you will be doing

- Welcome patients and visitors to the waiting area with a smile
- Help patients and visitors to follow any required safety requirements
- Help patients feel comfortable and at ease while they wait for appointments
- Be a companion to patients as a chaperone during certain appointments
- Support the staff to provide refreshments to patients in the recovery room
- Liaise with hospital staff to meet patients' needs and help contribute to a positive experience
- Support other non-clinical tasks, as requested by hospital staff

The skills you need

- A friendly, positive and approachable manner
- Ability to be empathetic, patient and calm in difficult situations if they arise
- Ability to work well within a diverse team
- Ability to follow instructions and be flexible
- Ability to act on own initiative within set boundaries
- Excellent communication and interpersonal skills, including English language
- Knowledge of the hospital layout or an interest to learn
- Physically able to volunteer on your feet for several hours at a time and push a trolley to patients' bedsides

What's in it for you

- A fun and fulfilling opportunity to give back to your local community as well as use and develop your skills
- Recognition for your contribution as a volunteer via our awards scheme and regular newsletter

- Reimbursement of agreed out of pocket expenses for travel and refreshments
- Volunteer Core Training and ongoing role-specific guidance, support and training
- Additional learning opportunities to help you grow and develop in your volunteer role and beyond
- An official volunteer uniform to wear whilst volunteering
- A named member of staff as a main point of contact who will support you, manage your tasks, answer questions and provide help when you need it
- Regular contact and support from staff within the Volunteering Department, including a dedicated hospital volunteering team based at your main hospital site
- An opportunity to feed back about your experience volunteering with us