

## Meet and Greet Volunteer

<b>Site:</b>	St Marys Hospital Newport Isle of Wight PO30 5TG
<b>Placement:</b>	Outpatients B / Diagnostic Centre waiting area
<b>Report to:</b>	Voluntary Services
<b>Responsible to:</b>	Voluntary Services Support Officer
<b>Dress Code:</b>	Orange Volunteer T Shirt and smart skirt/trousers
<b>Hours</b>	Mon – Fri 08:30 – 13:00
<b>Department Training Volunteer will receive:</b>	Statutory and Mandatory Training provided
<b>Purpose/ Summary of Role:</b>	To ensure we can provide a safe environment within our paediatric waiting area / waiting room
<b>General Tasks of Volunteer:</b>	<p><b>Key Activities:</b></p> <ul style="list-style-type: none"> <li>• To provide regular cleaning to our paediatric waiting room</li> <li>• To ensure toys are maintained within the paediatric waiting room</li> <li>• To support patients within the main waiting room – offering water, foot stools etc.</li> <li>• Supporting patients with way finding around the department</li> </ul>
<b>Key Attributes:</b>	<ul style="list-style-type: none"> <li>• You'll be friendly and polite.</li> <li>• You'll be comfortable approaching patients and visitors in a confident and caring manner.</li> <li>• You'll be sensitive and tactful, with emotional resilience.</li> <li>• You'll be reliable and good at time keeping.</li> <li>• You'll understand personal and professional boundaries.</li> <li>• You'll work on own initiative and ask for help when needed.</li> <li>• You'll understand the importance of confidentiality, but also know when to escalate any concerns and to who.</li> <li>• To be an active listener</li> <li>• To have a positive outlook</li> <li>• Work with a calm demeanour</li> <li>• To be approachable</li> <li>• Non judgemental character</li> <li>• A good sense of humour</li> <li>• To be able to “think on your feet” and modify requirements.</li> <li>• To be flexible to the needs of the patient</li> </ul>
<b>Volunteer guidelines:</b>	<ul style="list-style-type: none"> <li>• Any patient identifiable data will need to be securely hidden.</li> </ul>



	<ul style="list-style-type: none"> <li>• Clinical waste/body fluids, needles/instruments/syringes/samples can be handled as long as in the correct containers.</li> <li>• No Manual handling ie: lifting.</li> </ul>
Signed by Placement Lead:	
Placement Lead contact details	



# VOLUNTARY SERVICES

## ISLE OF WIGHT NHS TRUST

Updated 22/5/2024

