

VOLUNTEER ROLE DESCRIPTION

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| ROLE: | Meet and Greet |
| CLINICAL GROUPS: | Manchester Royal Infirmary Clinical Scientific Services North Manchester General Hospital Research and Innovation Wythenshawe, Trafford, Withington, Altrincham |
| SPECIALIST HOSPITALS: | Manchester Royal Eye Hospital Royal Manchester Children's Hospital Saint Mary's Hospital |
| DEPARTMENT: | Corporate Services |
| REPORTS TO: | Ward Manager, Nurse in Charge |
| ACCOUNTABLE TO: | Patient Experience Matron, Voluntary Services Manager, and Voluntary Services Administration Officer |

ROLE PURPOSE

The role is designed to offer a warm, friendly welcome to patients, visitors and colleagues, serving as an approachable first point of contact within MFT. Volunteer will assist patients, visitors and colleagues to navigate wards, departments, clinics, and facilities efficiently using maps, signs, or personal knowledge of the hospital layout.

Volunteers may need to walk with individuals who may feel overwhelmed or are unsure of their destination, assisting elderly patients, families with children, or those with mobility issues to ensure they reach their destinations safely.

Volunteers must have excellent interpersonal skills, allowing them to interact confidently and independently with people from all backgrounds. They may provide reassurance to anxious or confused visitors, helping them feel supported and valued, particularly in stressful situations.

You will:

- Meet and greet patients, visitors, and colleagues during sessions.
- Provide face to face support to patients, relatives and colleagues.
- Help create a warm, welcoming, and non-judgemental environment.
- Volunteer under the supervision of a member of the Voluntary Services Team.
- Be passionate about volunteering and enthusiastic about helping members of the public in MFT hospitals and departments.

Please note: This role does not replace that of a member of the team. However, volunteers directly benefit colleagues by offering a supportive service.

MAIN DUTIES AND RESPONSIBILITIES OF THE VOLUNTEER

- Serve as the first point of contact at entrances or reception areas.
- Welcome patients, families, and visitors with a friendly and approachable demeanour.
- Assist individuals in finding their way to departments, clinics, wards, or services e.g., radiology, outpatient clinics, pharmacy) using maps, signage, or personal knowledge.
- Assist elderly patients, families with children, or those with mobility issues to reach their destinations safely, including use of MFT wheelchairs, (volunteers must only push wheelchairs if trained).
- Locate and retrieve wheelchairs from designated storage areas.
- Offer support and information as directed by colleagues, in line with relevant training and NHS standards.
- Contribute to improving patient experience through participating in local and national initiatives, e.g., Nurses Day, PLACE Assessments.
- Support the Voluntary Services Department with general office duties (e.g., filing, laminating, photocopying, scanning, processing mail).
- Support the delivery, distribution, and collection of Friends and Family Test (FFT) data and other patient experience surveys across wards and departments.
- Help deliver, distribute, and collect Patient Experience related surveys and posters across hospital wards and departments.
- Promote and uphold equality, diversity, and individual rights, aligned with MFT policies. Act as a buddy or mentor for new volunteers, providing guidance and encouragement.

SUPPORTING VOLUNTEERING NHS STANDARDS:

Volunteers are expected to:

- Maintain a non-judgemental, welcoming, and friendly approach.
- Demonstrate good communication skills and relate easily to adults and children in hospital settings.
- Be reliable, flexible, and adaptable.
- Support MFT-wide initiatives and local audits.

RECORD AND REVIEW

- Observe sessions and record relevant information on the Better Impact System.

TRAINING

Volunteers must:

- Complete all MFT Mandatory Training and maintain up to date records.
- Complete mandatory wheelchair training.
- Actively promote equality, diversity, and individual rights.
- Be prepared to adapt to new or different duties as required by service developments.

ROLE AND RESPONSIBILITY OF THE PRACTITIONER SUPERVISING THE VOLUNTEER

- Provide a full orientation to the venue, including safety procedures, and processes.
- Identify areas of the hospital where the volunteer will provide assistance before and during each session.

- Share all relevant information to enable effective support, including any ward or departmental changes.
- Serve as the primary point of contact, offering guidance, support, and regular communication to help the volunteer feel welcomed and valued.

The above responsibilities will also be covered in the training programme provided by the Voluntary Services team prior to the volunteer starting in this role.

INFECTION CONTROL

All volunteers are required to adhere to the MFT Infection Prevention and Control policies and procedures applicable to their role. Managers are also responsible for ensuring that their volunteers complete all relevant, required training in this area.

HEALTH AND SAFETY

MFT has a statutory responsibility to provide and maintain a healthy and safe environment for its volunteers to work in. You have a personal responsibility to ensure that you do not put the health and safety of either yourself, or of anybody else, at risk.

You must not willingly endanger yourself or others whilst on hospital grounds; safe working practices and safety precautions must be adhered to and protective clothing and equipment must be used where appropriate. The MFT Health and Safety Policies detail your full responsibilities regarding Health & Safety at Work, which can be found on the MFT Intranet.

All accidents/incidents must be reported to your Senior Manager, including the reporting of potential hazards.

Please note you must only act within the remit of your role and is important that under no circumstances as a volunteer you become involved in any of the following activities:

- Clinical or medical treatments of any kind, including the handling of pharmaceuticals
- Psychological and or physical interventions, counselling or nursing duties. This includes supporting a patient with feeding or using the toilet
- Advising patients on matters at all – personal, financial, medical, nutritional etc. If a patient asks for advice; the volunteer must direct them to the nursing colleagues
- Be involved in lifting/handling patients or pushing patients in wheelchairs unless trained
- Monitor or supervise patients
- Access or input a patient's records
- Handle complaints from patients. Any concerns raised must be escalated to the nursing team, and or the volunteers' services managers
- Escorting patients off hospital premises

Please speak with your manager if you have any queries regarding this.

SAFEGUARDING

All volunteers must ensure that the policies and legislation relating to child protection and Safeguarding of children, young people and vulnerable adults are adhered to. Any concerns should be reported immediately in line with defined MFT processes. Managers are also responsible for ensuring that their volunteers complete all relevant, required training in this area.

SECURITY

All volunteers have a responsibility to ensure the preservation of NHS property and resources. Any concerns should be raised immediately with your line manager, or via the Freedom to Speak Up team.

CONFIDENTIALITY

All volunteers are required to maintain confidentiality at all times in all aspects of their work and to retain the required standard of Information Governance training. Managers are also responsible for ensuring that their volunteers complete all relevant, required training in this area.

INFORMATION AND COMMUNICATION

MFT operates a system of comprehensive communication with all volunteers, which is based on the principles that people will be more committed to their work if they fully understand what is happening in their organisation and how it is performing. Regular updates are issued by MFT and which are accessible via the MFT Intranet. Colleagues can also access a wide range of information, including Workforce Policies, via People Place.

NO SMOKING

MFT operates a Smoke Free policy across all of its sites. The policy applies to all colleagues, affiliates, volunteers, patients and visitors and extends to the hospital grounds as well as internal areas.

Person Specification

| Attributes | Essential | Desirable | Method of Assessment |
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| QUALIFICATIONS | <p>Successful candidates will require a Disclosure and Barring Service (DBS) check.</p> <p>Ability to communicate effectively in English, both verbally and in writing.</p> | | <p>Disclosure and Barring Service (DBS).</p> <p>Application form / interview / recruitment event</p> |
| KNOWLEDGE | <p>Demonstrates understanding of the Trust's core values and how they relate to the volunteering role.</p> | <p>Experience of working within a health care environment.</p> <p>Shows a strong understanding of the hospital(s) and its functions.</p> | <p>Application form / interview / recruitment event</p> |
| TRAINING AND EXPERIENCE | <p>Full training will be provided to all successful candidates.</p> | <p>Healthcare / related Qualifications.</p> | <p>Completion of the Trusts Mandatory Training.</p> <p>Wheelchair Training.</p> <p>Role specific training provided by department of placement.</p> |
| SKILLS AND ABILITIES | <p>Displays skills such as:</p> <ul style="list-style-type: none"> • Compassion, empathy, active listening and responsiveness • Ability to work independently and take initiative • Enthusiastic and strong motivation • Enhanced communication skills, with the ability to engage effectively with a variety of health professionals, the general public, and fellow volunteers • A commitment to maintaining confidentiality at all times. • A professional attitude | <p>Ability to manage occasional challenging behaviour with professionalism and empathy.</p> <p>Experience using office equipment, such as, computers, printers,</p> | <p>Application form / interview / recruitment event</p> |

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| | <ul style="list-style-type: none"> An understanding of the role's boundaries and the ability to recognise when to refer matters to staff. | scanners and telephones. | |
| ATTRIBUTES | <ul style="list-style-type: none"> Enthusiastic and committed to supporting and contributing to high standards of patient care. Friendly, open, empathetic and compassionate. Professional outlook with a positive attitude. Honest and trustworthy. Resilient and able to handle challenges effectively | | Application form / interview / recruitment event |
| OTHERS | <p>You must be 16-years of age to apply for this role.</p> <p>You must have the ability to undertake the physical aspect this role.</p> | | Application form and evidence of ID. |