**Reception Volunteers**

**Role Description**

**ROLE DETAILS**

**Post:** Reception Volunteers

**Department:** Reception

**Base:** North Manchester

Flexible volunteering opportunity 3-4 hours per session Monday – Friday.

Minimum of one session per week.

**ORGANISATIONAL RELATIONSHIPS**

**Responsible to:** Voluntary Services Manager

**Accountable to:** Voluntary Services Manager

**JOB PURPOSE**

The primary role of the reception volunteer is to provide a professional welcome to patients, visitors and staff when arriving at the hospital. Thereby creating a friendly, welcoming environment which will assist in enhancing the patient experience.

The reception volunteer is a key role in assisting visitors, patients and staff who are coming to the hospital. Often hospitals can be difficult to navigate causing patients and visitors’ confusion and unnecessary stress. It is essential that volunteers have a calm and friendly manner at all times.

**KEY DUTIES AND RESPONSIBILITIES**

* As visitors and patients arrive at the reception welcome them and ask if they need help.
* Key phases can act as ice breakers when approaching visitors or patients, such as; Hello my name is ……. I’m a volunteer can I help you? Would you like some help?
* Remember to smile and be friendly in your approach and enjoy the experience of helping others.
* Direct people or offer to personally accompany them (if able) to ensure they get to the right place in a timely manner. Or ask a hospital guide volunteer to assist.
* Giving out information leaflets on bus routes, parking or signposting people to the free phone taxi service.

* Signpost visitors and patients to key facilities such as A&E, X-ray, pharmacy, PALS, toilets, taxi phones and collection points, vending machines. Café and shop, outpatient clinics and wards
* If you are ever unsure of the location always ask a member of staff or another volunteer to assist you.
* Contacting the Portering Department as required for wheelchair assistance.
* Ensure that there are sufficient wheelchairs located at the main entrance for visitors or patients who may require them. As a volunteer you are able to push a wheelchair if you have not undertaken the mandatory Moving & Handling training.
* If the visitor or patient has any medical concerns always seek help from a member of staff at the closest ward/department or the emergency number 2222.
* Any complaints or concerns that are raised by the visitor or patient ALWAYS direct them to the PALS (Patient Advice and Liaison Service) officer. They are located near all the main entrances at the hospital sites. Alternatively, you can issue a leaflet.
* If a patient or visitor needs medical assistance or you witness an accident or incident DO NOT attempt to deal with it yourself. Get immediate help by contacting the Security Team and a member of staff. This will also need reporting immediately to the volunteer’s office as we will have to complete a report.
* Buddy new Hospital Guide volunteers.
* Assist with completing patient surveys such as ‘What Matters to Me’ as directed by ward staff in order to collect regular feedback and improve the patient experience.
* **Volunteers will not assist patients who are being barrier nursed**

* Volunteers will follow all infection prevention guidelines and handwashing techniques on the units –gel/wash hands on entering and leaving the unit; after each patient contact, ensuring “bare below the elbows” good practice in a critical care environment.
* Volunteers will follow all hygiene guidelines – hair tied back; removal of jewellery; blue plasters to protect cuts; wear the appropriate clothing protection (Personal Protective Equipment)–specific to the allocated unit.

**Volunteers MUST NOT**

* Answer enquiries or offer advice or a medical opinion about patient’s medical conditions/treatment or assist with anything of a clinical nature
* Push patients in wheelchairs unless full training has been given
* Discuss own medical conditions in front of patients
* Breach confidential information - Volunteers are reminded of the importance of confidentiality at all times. Under no circumstances must you discuss patients’ affairs with any person other than the relevant staff. If a patient discloses information relevant to their condition, the volunteer should direct the patient to speak to the Nurse in Charge.

Roles and responsibilities of the Voluntary Services Manager

* To recruit volunteers to the role following Trust recruitment guidelines and ensure that the necessary recruitment checks have been completed
* To liaise with the ward manager/clinical matron about the suitability of new volunteers
* To provide day to day support for the volunteers as required.

**KEY RELATIONSHIPS**

* Patients and visitors
* Domestic staff members
* Clinical staff
* Non-clinical staff
* Voluntary services and other volunteers

**INFECTION CONTROL**

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust’s Infection Control manual.

**HEALTH AND SAFETY**

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardize the health and safety to either yourself or of anybody else. The Trust’s Health and Safety Policies outline your responsibilities regarding Health & Safety at Work.

The post holder must not willingly endanger him/herself or others whilst at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate.

**All accidents/incidents must be reported to your Senior Manager and documented as per Trust Policy, including the reporting of potential hazards.**

**SAFEGUARDING**

Ensure that the policy and legislation relating to child protection and Safeguarding of children, young people and vulnerable adults are adhered to. It is the responsibility of all staff to report any concerns to the identified person within your department/division or area of responsibility.

**SECURITY**

The volunteer has a responsibility to ensure the preservation of NHS property and resources.

**CONFIDENTIALITY**

The volunteer is required to maintain confidentiality at all times in all aspects of their work.

**NO SMOKING POLICY**

The Trust operates a no smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas

**THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER**

**This role description indicates the main functions of the post holder and may be subject to regular review and amendment in the light of service development. Any review will be undertaken in conjunction with the post holder and in line with Trust policy.**

**PERSON SPECIFICATION**

**Role Title: Reception Volunteer**

|  |  |  |
| --- | --- | --- |
| **Attributes** | **Essential** | **Desirable** |
| **Qualifications** | * Need to be able to communicate in both oral and written English. |  |
| **Knowledge** | * Demonstrates understanding of the core values of the Trust and how this relates to the volunteering role * Demonstrate a good understanding of Patient Experience |  |
| **Training and Experience** | * Good customer care skills | * Experience in a caring role |
| **Skills and Abilities** | * Displays skills such as compassion, empathy, listening and responding * Ability to work on own initiative * Enthusiastic and well-motivated * Enhanced communication skills with the ability to communicate with a range of health professionals, general public, other volunteers * Ability to maintain utmost confidentiality. * Ability to work under pressure whilst paying attention to detail. * Ability to work independently and as part of a team. * Professional attitude. | * Ability to deal with occasional challenging behaviour |
| **Attributes** | * Motivated self-starter * Personable * High level of personal integrity. * Good team player with well-developed interpersonal skills * Show resilience, stamina and reliability under pressure. * Commitment to support patients, relatives and visitors * Enthusiastic and committed to service development. | * Forward thinking * Inspiring |

**Approved:-**

**Date:-**

**Review date:-**

|  |  |  |
| --- | --- | --- |
| Disclosure and Barring Service - for office use only | | |
| Is this role regulated? (as defined by DBS) |  | |
| Is this role patient-facing or ward based? |  | |
| Does this role work with children or vulnerable adults regularly? |  | |
| Will this role require a DBS check?  If so at what level? |  | N |
| Standard |  |
| Enhanced without barred |  |
| Enhanced with Adults Barred Lists |  |
| Enhanced with Children’s Barred Lists |  |
| Enhanced with Adults and Children’s Barred |  |

**MFT Values and Behaviours Framework ‘Together Care Matters’**

This below table outlines the types of behaviours you’d be expected to exhibt if you were living our Values and Behavours effectively within your role.

|  |  |
| --- | --- |
| **Value** | **Behaviours we want - Examples of this Value in practice** |
| **Working Together** | * I listen and value others views and opinions * We work together to overcome difficulties * I effectively communicate and share information with the team * I do everything I can to offer my colleagues the support they need |
| **Dignity and Care** | * I treat others the way they would like to be treated – putting myself in their shoes * I show empathy by understanding the emotions, feeling and views of others * I demonstrate a genuine interest in my patients and the care they receive * I am polite, helpful, caring and kind |
| **Everyone Matters** | * I listen and respect the views and opinions of others * I recognise that different people need different support and I accommodate their needs * I treat everyone fairly * I encourage everyone to share ideas and suggestions for improvements |
| **Open and Honest** | * I admit when I have made a mistake, and learn from these * I feel I can speak out if standards are not being maintained or patient safety is compromised * I deal with people in a professional and honest manner * I share with colleagues and patients how decisions were made |