



# MEET AND GREET VOLUNTEER

## Patient Experience

### Location

*Various locations across Hospital Sites within the UHB*

### Reports to

*Identified area manager/coordinator*

### Accountable to

*Voluntary Services Team Manager*

### Time Commitment

*2 hours per week for a minimum of 6 months*

### Required Checks

*DBS (criminal Records Check)*

*Occupational Health check*

*Two References*

### Expenses

*Reimbursed travel to/from*

*locations on day of volunteering*

## PERSONAL REQUIREMENTS

- To have excellent listening skills and be non-judgemental.
- To be confident when communicating with service user, visitors, staff and general members of the public.
- To be enthusiastic about the aims and work of Cardiff and Vale UHB.
- To display levels of empathy and understanding at all times.
- To be presentable, smart and always wearing UHB uniform and ID badge.
- To recognise when to refer issues and questions to UHB staff.

## OUTLINE OF DUTIES

To provide an excellent service to all service users and visitors across hospital sites within Cardiff and Vale UHB, by assisting them to overcome feelings of bewilderment, apprehension, isolation and/or irritation in a strange and busy environment.

Our Meet and Greet Volunteers provide a friendly welcome to all patients, carers, visitors and staff coming into the hospital.

## MAIN TASKS

- To make service users, visitors and the general public feel welcome by directing or accompanying them to the ward or department required.
- To reassure anxious or nervous service users or visitors.
- To help answer appropriate queries.
- To liaise with the Portering Service if someone needs to be pushed in a wheelchair to a ward or clinic.

## TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff and Vale University Health Board Training and Induction as well as an appropriate level of manual handling and violence and aggression training.

Training needs will be identified through the supervision process and met through Cardiff and Vale UHB Training Programmes.



***Volunteers will be treated inclusively by the Voluntary Services Team and will be offered ongoing supervision and guidance.***

## BENEFITS TO THE VOLUNTEER

This role offers:

- Experience of team working
- Satisfaction of assisting others and providing an invaluable service to the Health Board and community
- An opportunity to develop personal skills and experience
- The opportunity to meet new people

## PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures	✓	
Experience of working in a health care setting		✓
Good communication skills	✓	
Ability to speak Welsh		✓
Ability to work on own initiative and as part of a team	✓	
Reliable and punctual	✓	
Experience of befriending		✓
Experience of volunteering		✓
Willingness to undertake training	✓	
Available to volunteer for a minimum of 2 hours a week	✓	
Enthusiastic and outgoing	✓	

