

# Volunteer Role Profile

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|-------------------------|----------------------------------------|
| Volunteer Role          | <b>Welcome and Wayfinder Volunteer</b> |
| Volunteer Manager       | <b>Voluntary Services Department</b>   |
| Where you will be based | <b>Hospital</b>                        |

## Why we want you

As a Welcome and Wayfinding Volunteer, you'll be the friendly face that greets patients and visitors. Your role will include guiding people to wards and departments, offering reassurance, sharing practical information about hospital facilities and supporting reception staff. You may also run errands, maintain wheelchair availability, update noticeboards, and, once trained, help safely transport patients in wheelchairs. Your support will help create a warm, welcoming environment and help to ease stress and anxiety for those accessing our hospitals.

## What you will be doing

- Welcome patients and visitors to the hospital.
- Direct, guide or support patients/visitors to the ward and department areas.
- Reassure anxious or agitated patients/visitors.
- Advise patients/visitors of the location of onsite catering facilities, telephones and car parking areas.
- Run errands to other departments.
- Support reception in taking parcels and packages for patients.
- Ensure there are always wheelchairs available, keep them tidy and replenish as necessary.
- Push patients in wheelchairs ONLY after appropriate training.
- Assist with keeping noticeboards up to date.

## The skills you need

- A friendly manner and ability to get along with a wide range of people from different backgrounds.
- Good listening and communication skills and a commitment to improving people's wellbeing.
- Ability to give clear and accurate directions.
- Be physically strong enough to push a patient in a wheelchair if required.
- Strong personal boundaries and confident to signpost patients and carers to alternative sources of support, advocacy and information e.g. PALS.
- Ability to use your own initiative and be an effective member of a team.
- Reliability, commitment and good timekeeping.
- Understand the importance of confidentiality.
- Demonstration of the Trust Values: Compassion, Communication,

Teamwork, Respect, Inclusion and Professionalism.

## **What's in it for you**

- Through volunteering you'll open the door to new experiences, meet inspiring people from all walks of life, form new connections and learn valuable new skills.
- Many of our volunteers tell us that helping others boost their own wellbeing, improves confidence and brings a real sense of satisfaction to their lives.

## **Disclaimer**

Our volunteer placements are subject to the following, each of which will be organised by the Voluntary Services Department:

- DBS check - Enhanced with Barring (Adults)
- Occupational Health Clearance
- References
- Risk Assessment (if applicable)
- Completion of University Hospitals Sussex Statutory and Mandatory training

For further details please visit:

<https://www.uhsussex.nhs.uk/patients-and-visitors/volunteer/apply/>