Wayfinders for Outpatients Department – Stoke Mandeville Hospital

Role Description: Our outpatients department at Stoke Mandeville needs friendly volunteers to assist our patients at the A&E/outpatients reception, helping them to check in and find where their appointment is.

Time Commitment: 3-4 hours, morning or afternoon, on weekdays, with a minimum commitment of six months

Key tasks:

- Greet visitors at reception to find out if they need assistance
- Direct visitors to the correct appointment check in desk
- Help visitors use the electronic check in system – training will be provided
- Direct or take visitors to their appointments – volunteers will be given assistance and maps to help familiarise themselves with the hospital layout
- Be friendly and approachable - listen to patients and help them feel at ease

Desired Skills and Experience:

- Motivation and willingness to learn and complete training
- Ability to work part of a team
- Understanding of Confidentiality
- Friendly and approachable
- Good interpersonal skills and able to interact with a diverse range of people
- Good listener
- Understands the importance of commitment
- Would understand and apply CARE values
- Ability to stand/walk for 3-4 hours

What we can provide

- Supervision and support from a dedicated member of staff,
- Local induction to the ward or Department
- Re-imbursement of travel expenses £0.25 a mile and no more than 20 mile round trip
- Being part of a friendly team
- A busy, fulfilling role
- An opportunity to gain skills and experience