

## The Hillingdon Hospitals NHS Foundation Trust

# Meet and Greet Volunteer



At Hillingdon Hospital and Mount Vernon Hospital, we are looking for a compassionate, friendly and reliable person to welcome patients and visitors to our hospitals, who can commit to us:

- at least 4 hours per week
- between Monday to Friday 9.00 - 17.00
- a minimum of 6 months

You will ease the pressure on our receptionists who will be better able to assist with more complex requests. We look forward to hearing from you.

### **Why we want you**

At Hillingdon Hospital and Mount Vernon Hospital, we are looking for a compassionate, friendly and reliable person to commit to us for at least one day a week for a minimum of 6 months assisting Monday to Friday 9am - 5pm.

Our minimum commitment is 4 hours per week.

You will ease the pressure on our receptionists who will be better able to assist with more complex requests. This role is available immediately following mandatory training. We look forward to hearing from you.

### **What you will be doing**

- Meet and greet patients, families, visitors and staff at the hospitals main entrance – as directed by the Reception staff/ volunteer.
- Handing out masks, hand sanitising for each patient, ensuring they are wearing masks, and giving directions
- When possible, offer to escort patients, families and visitors on foot to destinations
- Notify house-keeping to keep area clean and tidy
- Work towards answering general queries about the hospital and its services
- Actively identify anyone who may be lost or may need help
- Report any incidents to the main reception desk

## **The skills you need**

- Excellent communication skills are essential for this role.
- To be confident when communicating with patients, relatives, staff and members of the public, including in the use of smart phones/devices
- Willing to treat all people with politeness, dignity and respect regardless of their race, gender, culture, religion, sexual orientation and marital status
- To accept supervision and recognise when to refer issues and questions to Trust staff
- Patience and understanding when communicating with the public.
- Ability to stand and walk for periods of time
- Able to follow instructions
- Calm and composed
- A helpful and positive attitude

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

- Satisfaction of assisting others and providing an invaluable service to the Trust and community
- An opportunity to develop personal skills and experience
- An opportunity to share your own skills and experiences
- Insight into the workings of a hospital

## **How to apply**

A H4ALL application form must be completed. Please note we require two references.

To obtain an application form:

- Visit [www.h4all.org.uk](http://www.h4all.org.uk) and download or print an application form
- Email [volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk) to request an application form to be sent to you by email or post

Send your fully completed application form by:

- Email to [volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk)  
OR
- Post to H4All, Volunteer Development Team, Key House, 106 High Street, Yiewsley, UB

**! You will go through a further Hillingdon Hospital process in application for this role.**

**Disclaimer**

Please note: If you do not meet the requirements for the role or have specific registration where required then your application will be automatically rejected. Check that the information you provide is accurate. Appointment to any position is conditional on the satisfactory completion of the core NHS Employment Checks Standards, including where appropriate, safeguarding children and vulnerable adults. Information disclosed in your application will be checked and any offer of appointment may be withdrawn if you knowingly withhold or conceal information or provide false or misleading information. Furthermore, your volunteer role may be terminated should any information subsequently come to light which should have been disclosed in the course of your application. Immigration Status: as an employer, we have responsibilities under the Immigration, Asylum and Nationality Act 2006 not to employ individuals who are subject to immigration control. You need to fully complete your mandatory training and relevant hospital policies including: Infection Control, Health & Safety, Fire Safety, Security, Confidentiality and others as required. We have a requirement to stop people volunteering if they are not compliant. Training, guidance and induction to be provided via e-learning or virtual technology where possible. You must follow our CARES values through your volunteering role at The Hillingdon NHS Foundation Trust: Communication Attitude Responsibility Equity Safety COVID-19 Guidance. All volunteers must take a lateral flow test before coming into the hospitals. You must be made aware of the need to stop volunteering should you feel unwell and to follow the latest government and NHS advice for the public especially regarding COVID-19 symptoms.