

Ward Host Volunteer role description

The main purpose of this role is to provide a friendly welcoming face to the wards, assisting people, giving information, registering patients, supporting Ward Administrators in general administration. Under the guidance of the Ward Administrator, the volunteer will assist in the smooth running of ward administration and reception duties.

Time Commitment:

Minimum of four hours per week. Normal working times will be from 9am–5pm Monday–Friday – to be negotiated with Ward Administrator.

Key Tasks:

- Welcoming people to the ward
- Assisting families with their initial needs
- Answering telephone/taking messages
- Answering door video camera /checking ID
- Assisting Ward Administrator with various tasks including patient admissions/ discharges and managing the flow of visitors to wards
- External errands for staff or parents
- Assisting with coffee mornings
- Tidying/stocking info leaflet racks
- Tidying parents sitting room (magazines etc)
- Assisting families with on-line services in sitting room
- Organising bookings for parent massage sessions

Desired Skills and Experience:

- Customer care experience
- Receptionist experience
- Telephone manner friendly, welcoming and efficient
- IT literate – able to use Microsoft Office package – Word, Powerpoint, Excel
- Reliable and trustworthy
- Ability to approach parents in a confident and considerate manner
- Sensitive and tactful nature
- Emotionally mature
- Understanding of (ability to learn) personal/professional boundaries

We will provide:

- Supervision and support from a dedicated member of staff at GOSH
- Induction to GOSH
- Specific training for the role
- Local induction to the ward or department
- On-going up-dates and information
- Reimbursement of travel expenses (maximum of zone 6 return journey)
- A meal allowance of £2.50
- References can be provided after six months of volunteering