

GOSH Guide Volunteer role description

The main purpose of this post is to establish a friendly helpful and effective welcome to patients and visitors to Great Ormond Street Hospital and to provide a general guiding and wayfinding service.

Under the guidance of the Volunteer Services Coordinator, you will ensure that all visitors to the hospital are met with a friendly, welcoming face and are given clear directions and understanding of where their appointments are.

Time commitment:

Minimum of 4 hours per week. The service runs from 8am till 6pm Monday to Friday

Key tasks:

- Acting as a contact point, welcoming people in main reception
- Providing clear and accurate information to help people find their way around the hospital
- Escorting enquirers to specific areas as appropriate
- Providing information on local amenities, such as public transport cafes, shops etc
- Answering general enquiries about the hospital and its services
- Referring enquirers to appropriate members of staff where further help is required
- Ensuring people with disabilities are attended to appropriately

Desired skills and experience:

- Customer care experience
- Friendly approachable personality
- Good thorough knowledge of GOSH and the services available to
- Helpful and accommodating
- Ability to give clear concise directions
- Negotiation and dealing with difficult situation skills

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
- Ongoing updates and information
- Reimbursement of travel expenses (maximum of zone 6 return journey)
- A meal allowance of £2.50
- References can be provided after 6 months of volunteering