

# Hospital Host (Outpatients)

Volunteer Role Description



HELPING  
OUR HOSPITALS  
DO MORE

## Purpose of the role:

To be the welcoming, supportive and friendly first point of contact for the patients and their families and friends, visiting our hospitals. To host our outpatient waiting areas, helping patients feel reassured and relaxed. To provide information, conversation and directions to visitors.

## Skills/experience required:

- A friendly, positive and approachable manner
- Knowledge of the hospital layout or an interest to learn
- Ability to be empathetic, patient and calm in difficult situations if they arise
- Ability to work well within a diverse team
- Ability to follow instructions and be flexible
- Ability to act on own initiative within set boundaries
- Excellent communication and interpersonal skills
- Ability to volunteer on your feet for several hours at a time

## Key tasks:

- Welcome patients and visitors to the waiting area with a smile
- Support and ensure patients check-in using the kiosks or at the reception desk
- Provide patients with the information they are looking for and signpost them to their clinic
- Help patients feel comfortable and at ease while they wait
- Make refreshments and offer reading material where applicable
- Liaise with hospital staff to help contribute to a positive experience for all patients
- Help promote communication through email by encouraging patients to 'opt in' to receiving emails and texts
- Other reasonable requests

## Locations roles are available:

Charing Cross Hospital W6 8RF  
Hammersmith Hospital W12 0HS  
Queen Charlotte's and Chelsea Hospital W12 0HS  
St Mary's Hospital W2 1NY  
Western Eye Hospital NW1 5QH

## Time commitment:

Ideally we are looking for individuals who can volunteer for two hours either weekly or fortnightly on a weekday. For specific shift times, please see page 4. We ask volunteers to commit to a minimum of six months with us initially.

Apply online at: [www.imperialcharity.org.uk/volunteering](http://www.imperialcharity.org.uk/volunteering)  
Deadline for applications: Monday 13th November 2017 at 10AM

## About the Outpatients Department



Working alongside the Imperial College Healthcare NHS Trust we have developed this role to provide an additional level of support for our Outpatient waiting areas. These areas are for patients who are attending hospital appointments without staying overnight. Currently the Trust receives over 1 million outpatients per year - making these areas some of the busiest in the hospitals. We believe that volunteers can provide a huge amount of support to our patients, visitors and staff. Through supporting staff to provide up to date information, as well as companionship and reassurance during a challenging time, Hospital Hosts will be incredibly valued members of the team.

### The Volunteer Appointment Journey For This Role



You must be at least **18 years old** to apply for this role



# Our expectations for Volunteers



RECOGNISING THE  
CONTRIBUTION OF  
OUR VOLUNTEERS

## What you can expect from Imperial Health Charity as a volunteer:

- A staff member main contact who will manage your tasks, answer your questions and provide help when you need it
- Regular contact and support from staff within the Volunteering Department
- An official volunteer uniform and/or name badge (depending on your role) to wear whilst volunteering
- A full day core training session and ongoing role-specific guidance, and support throughout the Induction journey
- Training and insurance cover to ensure you have a safe and happy experience volunteering with us
- An opportunity to feed back about your experience volunteering with us
- Recognition for your contribution as a volunteer
- Expenses where eligible, in accordance with our volunteer expenses policy
- Regular communications including a quarterly printed Volunteering Newsletter

## What we expect from our volunteers:

- Support Imperial Health Charity, our hospitals and our partners in our work and carry out your volunteer role to the best of your ability in line with our policies, instructions and training
- Complete your volunteer induction journey within your first three months in the role
- Successfully complete required vetting checks (including DBS disclosure where required)
- Contribute to and share in the success of the team you are based in and the wider team of volunteers across the Trust
- Provide excellent customer service and strive to ensure that every patient or visitor has the best possible experience with us
- Recognise the importance of our patients, donors and NHS staff in supporting the work of the Charity
- Wear your identification badge and uniform (depending on your role) whilst volunteering and ensure you are presentable at all times, following any location-specific dress code as required
- For health and safety reasons sign in and out each time you volunteer according to the routine for your location
- Support our policies, procedures and standards as outlined in our volunteer agreement
- Ensure all activities you undertake as a volunteer for us achieve the charitable aims and objectives and do not risk bringing the Charity or the Trust into disrepute
- At all times be positive, accountable and accept constructive feedback
- Meet time commitments and standards agreed, and give reasonable notice when unavailable, so other arrangements can be made

# Where and when can I volunteer?

HOSPITAL AND LOCATION	WARD/ DEPARTMENT	DAY(S) VOLUNTEER SHIFTS ARE AVAILABLE	TIMES OF DAY VOLUNTEER SHIFTS ARE AVAILABLE
Charing Cross Hospital W6 8RF	Main Outpatients	Monday to Friday	9am-12pm 1pm - 4pm (except Fri)
Charing Cross Hospital W6 8RF	Fracture Clinic	Thursday	9am-12pm 12pm - 5pm (flexible)
Charing Cross Hospital W6 8RF	Ear, Nose and Throat and Vascular	Monday to Thursday	9am-12pm 1pm - 4pm
Hammersmith Hospital W12 0HS	Renal Transplant	Monday to Friday	9am-12pm 12pm - 4pm (flexible)
Hammersmith Hospital W12 0HS	Rheumatology/ Main Outpatients	Monday to Thursday	9am-12pm 12pm - 5pm (flexible)
Hammersmith Hospital W12 0HS	Clinical Haematology/ Oncology	Monday to Friday	9am-12pm 12pm - 5pm (flexible)
Queen Charlotte's & Chelsea Hospital, W12 0HS	Antenatal Outpatients	Monday to Friday	9am-12pm 12pm - 5pm (flexible)
St Mary's Hospital W2 1NY	Main Outpatients	Monday to Friday	10am - 1pm 1pm - 4pm
St Mary's Hospital W2 1NY	Fracture Clinic	Monday to Friday	9:30 - 12:30pm 1:30pm - 4:30pm
Western Eye Hospital, NW1 5QH	Main Outpatients	Monday to Friday	9am-12pm 1pm - 4pm

## Next Steps

- 1 Apply online using the application form at: [www.imperialcharity.org.uk/volunteering](http://www.imperialcharity.org.uk/volunteering) by Monday 13th November 2017
- 2 Save the date for the selection and interview event: Week Commencing 27th November 2017
- 3 Sit back and relax, you will hear back from us within two weeks after the application deadline



[volunteering@imperialcharity.org.uk](mailto:volunteering@imperialcharity.org.uk)



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