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**Volunteer Role Description**

**Role Title:** Meet and Greet Volunteer.

**Outline of the role:** This role is to meet and greet visitors coming into the hospital environment.

* Welcome visitors to the hospital as first point of contact
* Directing patient and visitors to their destination
* Provide a friendly and approachable manner
* To encourage patient and visitors comply with NHS Western Isles safety guidelines while on the premises

**Skills, Attitudes and Experience needed:**

* Having an interest in people
* Having a friendly and welcoming disposition
* To be flexible for changing demands

**NHS Western Isles will provide volunteers with:**

* Induction, training and support, e.g. to raise awareness of 'How the organisation works'.
* Explanations of the standards we expect volunteers to adhere to.
* Provide a named person to support. and be available to discuss the volunteer role and any successes or problems.
* A volunteering role that engages your skills, interests and experience.
* Access to information about NHS Western Isles, its history, policies and purpose.
* Out of pocket expenses in line with CEL 23 (2011)
* Insurance
* Subsidised facilities, at staff rates where available;
* Recognition for your service and performance.
* Access to a reference and awards for volunteering i.e. Saltire Award
* A volunteer uniform, identification and access badges where appropriate.
* Opportunity to learn new skills
* Opportunity to meet new people
* Sense of involvement
* Opportunity to make a difference/Help others and enhance their local area

**And ensure that Volunteers are:**

* Listened to and taken seriously, in the same way as staff
* Able to say no or negotiate tasks and responsibilities
* Able to volunteer in safe premises with safe conditions
* Kept informed about changes within the Board
* Supported in their role

**Where**: Western Isles Hospital

**When**: Meeting and Greeting Volunteering will be on a flexible basis and will be arranged by negiotation and agreement.

**Support:** The point of contact will be the Patient Services Manager who will offer support if you have any concerns.

**Any questions:** Please contact Chris Ann Munro, Patient Services Manager on email at [christina.munro@nhs.scot](mailto:christina.munro@nhs.scot) or by telephone on 01851 704704 ext 2241

**Interested? For more information about this or any other volunteer role within the NHS Western Isles contact the Volunteer Services Co-ordinator on 01851 704704 ext 2408**