

# Volunteer Role Profile



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

Volunteer Role

**Welcome Team Volunteer**

Volunteer Manager

**Voluntary Services Team**

Where you will be based

**Hospital**

## Why we want you

Our team of Welcome Volunteers provide a friendly welcome to all patients, carers, visitors and staff coming into our hospitals. They signpost, direct and can accompany patients and visitors to the many locations on site. Our Volunteers reassure anxious patients or visitors who may be lost or unsure of where to go, and help with general enquires too.

## What you will be doing

- Welcome Patients, visitors and staff to our hospitals.
- Direct visitors to the location as required or through the appropriate pathway. Accompanying visitors to their destination as appropriate.
- Befriending patients in public areas who may be on their own, chatting and offering reassurance if required and help answer appropriate queries.
- Liaise with the Portering Service if someone needs to be pushed in a wheelchair to a ward or clinic.
- Escalate identified issues or questions to the appropriate support.
- Remind visitors of wearing masks, social distancing and hand hygiene procedures. Provide up to date information in relation to the UHB's visiting Policy (UHB Covid regulation dependant).

## The skills you need

- Excellent listening skills and be non-judgemental, display empathy and understanding and be reliable and punctual.
- Confident when communicating with service users, visitors, staff and general members of the public.
- Understanding the importance of confidentiality and following procedures.
- Ability to work on own initiative and as part of a team.
- Be enthusiastic about the aims and work of Cardiff & Vales UHB and Willing to undertake training.
- Available to volunteer for a minimum of 2 hours a week during weekdays.
- Ability to speak Welsh (desirable).
- Experience of volunteering or working in a health care setting (desirable).

## What's in it for you

- Gain experience of team working.
- Satisfaction of assisting others and providing an invaluable service to the

Health Board and community.

- An opportunity to develop personal skills and experience.
- Opportunity to meet new people.

## **Disclaimer**

Volunteers will need to be available for a minimum of 2 hours per week (Monday-Friday) and be able to commit to at least 6 months volunteering with us.

You need to be 16 years old or above to volunteer within this role.

You will need adhere to all current Covid-19 specific Health Board health and safety guidance, training, testing and individual risk assessment.