

Volunteer Role Description  
Meet and Greet Volunteer – University Hospitals, Monklands, Wishaw and  
Hairmyres

**Where:** Volunteers will be sited in the main public areas of University Hospital Monklands, University Hospital Wishaw and University Hospital Hairmyres

**When:** Volunteers are required from 8.30am – 8 pm, 7 days a week. We would be looking for volunteers to commit to at least one 2 hour shift on a weekly basis. We would not expect volunteers to do any more than 2 shifts a week.

**Support:** Volunteers will be accountable to XXXXX or XXX in their absence. Support can also be available from XXX XXX, Voluntary Services Manager on XXX.

**Expenses:** Out of Pocket expenses can be claimed in line with NHS Lanarkshire policy. They are paid on a monthly basis but other arrangements can be made if required.

**Role:** Volunteers will be expected to carry out the following tasks.

- ❖ Provide directions to patients and visitors in the acute hospitals
- ❖ Escort patients and visitors to departments, where appropriate
- ❖ Show patients and visitors where they will be able to find wheelchairs (however we would not expect you to push patients or visitors in those wheelchairs)
- ❖ Encourage physical distancing for those who are visiting the hospital environment, directing them to use the hand sanitizer and give out surgical masks as appropriate.

**PPE:** All volunteers will be given the appropriate PPE for this role. This is regularly reviewed by NHS Lanarkshire Infection Prevention and Control Department in line with Health Protection Scotland Guidance.

Volunteers would be expected to undergo the relevant level of Criminal Record check and be passed as fit to do this role by NHS Lanarkshire's Occupational Health Service SALUS. Given that some groups within the population are considered to be at higher risk of severe COVID-19, we would actively discourage anyone who falls into these risk categories from applying for this volunteer role.

Skills and Experience the volunteer would require:

We would expect volunteers to have the following qualities and skills

- ❖ Be over the age of 16
- ❖ Be able to relate well to people & be patient
- ❖ Be able to confidently ask people who they are visiting and explain the visiting policy and why it is in place
- ❖ Be able to respect confidentiality
- ❖ Have good interpersonal skills