

Visitor Support & Hosting

Willow Therapy Unit

Volunteer Role Description



Role

The purpose of this role is to support visitors to the Willow Therapy Unit and help ensure the unit's day area is a welcoming and enjoyable environment for patients, visitors and staff.

Role purpose



Volunteers will be based in the Day Area of the Willow Therapy Unit, welcoming and directing visitors as well as acting as 'hosts' for the space.

By carrying out the Visitor Support & Hosting role, volunteers will be helping improve outcomes for patients by helping provide a positive shared environment that they are motivated to spend time in, whilst providing companionship and conversation. Visitors and family members will benefit from having a dedicated person to provide access to the unit and make them feel welcome. Volunteers will also play a vital role in gathering feedback from patients and family members, helping the Trust ensure that their views are properly represented.



Time commitment

3 hours per week on an agreed day.



Location

The Willow Therapy Unit, Norwich Community Hospital



Role Responsibilities

Activities you may be asked to carry out in this role :

- Welcoming visitors and directing/escorting them to patients
- Making drinks for visitors and patients
- Engaging in conversation with patients who aren't currently receiving a visit
- Gathering feedback from patients and families
- Ensuring information displayed in the area is kept updated
- Helping keep the space clean, tidy and welcoming
- Carrying out small practical tasks such as sanitizing touch points



Our Responsibilities

You will be supported by your Volunteer Co-ordinator, who will also support you through your induction and provide ongoing support throughout your time as a volunteer.

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Volunteer profile

A Visitor Support & Hosting volunteer will be friendly, compassionate and enthusiastic about supporting the work of Voluntary Norfolk and NCH&C NHS Trust.

In addition, they will have / be:

1. A friendly and approachable manner.
2. A good command of verbal and written English
3. A commitment to undertake training appropriate to the role
4. A good understanding of the importance of confidentiality
5. Good communication and interpersonal skills
6. Ability to work with the technical requirements of the role
7. A flexible approach and attitude
8. Punctual, trustworthy and reliable
9. Responsible, mature and honest
10. Non judgemental
11. Willing to treat all patients, relatives, staff and other volunteers with consideration, politeness, dignity and respect
12. Able to deal with patients who may be angry or upset
13. Able to work within the guidelines
14. Able to accept appropriate supervision and guidance from staff

Registration and training

All volunteers will need to go through a Standard DBS Check and two appropriate character references. All volunteers will have attended the Volunteers' Induction session.

Your volunteer induction will give you all the information you need to feel confident to volunteer with us, and in addition you will attend a site induction session specifically to learn about the practicalities of volunteering in this specific role.

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Expenses information

We do reimburse volunteers for any reasonable expenses, mainly travel expenses, for roles which involve attending an NCH&C site.



Training

All volunteers must complete some training before they can start to volunteer. This will involve an in-person induction session (accommodations can be made for volunteers that cannot attend in-person sessions, due to the nature of the role).



Further Information on the role

For further information on this role, please contact Volunteering@nchc.nhs.uk

How to apply

To apply for the volunteer role please complete our [online registration form through the MyImpactPage](#).

This role description is not intended to be a legally binding document, and it applies for the duration of your volunteering time with Voluntary Norfolk / NCH&C Volunteer Service. No volunteering will substitute a paid member of staff.