

SAT NAV Volunteer

The main purpose of this post is to establish a friendly helpful and effective welcome to patients and visitors to Nottinghamshire Healthcare NHS Foundation Trust and to provide a general guiding and wayfinding service.

Under the guidance of the reception staff, you will ensure that all visitors to the building are met with a friendly, welcoming face and are given clear directions and understanding of where their appointments are.

Location:

Duncan Macmillan House, Nottingham

Time commitment:

Minimum of 4 hours per week.

The service runs from 8am till 4pm Monday to Friday

Key tasks:

- Acting as a contact point, welcoming people in main reception
- Providing clear and accurate information to help people find their way around the hospital
- Escorting enquirers to specific areas as appropriate
- Answering general enquiries about the trust and its services
- Referring enquirers to appropriate members of staff where further help is required
- Ensuring people with disabilities are attended to appropriately

Desired skills and experience:

- Customer care experience
- Friendly approachable personality
- Good thorough knowledge of Nottinghamshire Healthcare NHS Foundation Trust and the services available to people
- Helpful and accommodating
- Ability to give clear concise directions
- Negotiation and dealing with difficult situation skills

We will provide:

- Supervision and support from a dedicated member of staff within the Involvement, Experience & Volunteering Team
- Induction to Nottinghamshire Healthcare NHS Foundation Trust
- Specific training for the role
- On-going up-dates and information
- Reimbursement of travel expenses
- References can be provided after six months of volunteering