

Updated:	: January 2017	
Job Title	: Waitemata Volunteer: Front of House (FOH) Green Coat	
Hours per shift	: 4 hours/shift, 2 shifts/day: 8.00 am-12.00 and 12 – 4 pm, Monday-Friday excluding public holidays.	
Department	: Patient Experience	
Location	: North Shore Hospital/ Waitakere Hospital	
Reporting To	: Volunteer Coordinator	
Functional Relationships with	Internal <ul style="list-style-type: none"> • Receptionists • Duty Managers • Cleaning Services • Customer Services • WDHB staff 	External <ul style="list-style-type: none"> • Patients • Families/Whanau • Visitors

DHB Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of ‘better care for everyone’. This promise statement is the articulation of our three-fold purpose to:

1. promote wellness,
2. prevent, cure and ameliorate ill health and
3. Relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.



Volunteer

Position Description

Purpose : To assist the District Health Board create a welcoming positive patient experience for patients and families/whanau, visitors, offering support and assistance in accordance with the values.

KEY TASKS	EXPECTED OUTCOMES
To 'meet and greet' patients/ family/ whanau/ visitors who enter North Shore and Waitakere Hospital facilities.	The first physical point of contact for patients/family/whanau/visitors is one of warmth, friendliness, concern and helpfulness. Welcoming manner Good patient experience focus Collaborate directly and support Front of the House (FOH) staff with their duties
To provide patients with assistance as requested and escort patients/family/whānau/visitors to their destination where necessary.	Patients/family/whanau/visitors arrive at their destinations in a timely and stress-free way. Wayfinding Assistance to find the area required Accessing wheelchairs as needed to assist people who have mobility issues
To provide assistance and information regarding e.g. public amenities – transport information, telephones, ATMs, café, pharmacy etc.	Patients/family/whanau/visitors know where to access public amenities Offer assistance and provide information resources
To liaise with WDHB staff re: transport, cleaning of public facilities when required	Alert WDHB staff to issues e.g. cleaning of foyer in a timely way Alert staff to wayfinding, signage issues Alert staff to complaints or requests for assistance Alert staff if someone is upset and needs assistance
To recognise Individual Responsibility for Workplace Health and Safety under the Health and Safety at work Act 2015	Company health and safety policies are understood and procedures applied when on duty. Workplace hazards are identified and reported, including self-management of hazards where appropriate

VERIFICATION:

Volunteer: _____
 Volunteer Coordinator: _____
 Date: _____

PERSON SPECIFICATION

Job Title: **Volunteer**

Qualification	NA Bystander CPR Skills preferred
Experience	Previous experience in volunteer work or paid employment where customer service was a high focus for the role Have worked with people of all types
Skills/Knowledge/ Behaviour	<ul style="list-style-type: none"> • Demonstrates a friendly, warm and caring manner. • Ability to listen effectively. • Ability to communicate clearly. • Ability to maintain confidentiality and privacy. • Awareness of the need to seek assistance when issues are outside the boundaries of the role. • Health must be such that the volunteer can carry out the duties required. • Demonstrates culturally appropriate behaviour.