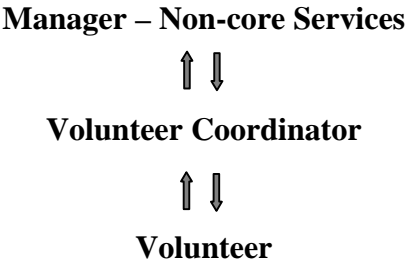


**Position Description**

**Position Title:** Volunteer Hospital Host  
**Responsible to:** Volunteer Coordinator  
**Prepared/Reviewed:** June 2003

**Place in Organisation**



**Position Holder's Name :** \_\_\_\_\_

**Position Holder's Signature :** \_\_\_\_\_

**Volunteer Coordinator's Name**  
: \_\_\_\_\_

**Volunteer Coordinator's**  
**Signature :** \_\_\_\_\_

**Date :** \_\_\_\_\_

## HOSPITAL HOSTS

### Purpose of the Position

- To greet patients and visitors at key entrances to Waikato Hospital and assist them to make their visit as trouble-free as possible

### Key Tasks of the Volunteer are:-

- To greet patients, family members and visitors at key entry points to Waikato Hospital
- To assist patients and visitors with directions
- To provide physical assistance to elderly and disabled persons and others in need
- To stay with elderly and disabled patients, dropped at entry points, until collected
- To escort people to their destination as required, including those in wheelchairs
- To ensure a supply of chairs and wheelchairs is available in the foyer at all times
- To assist with the evacuation of people from the building during a fire alarm
- To ensure that there is an adequate supply of magazines in waiting areas

As this is a new scheme volunteers may, over time, be required to assist with other tasks.

### Expectations – it is expected that Volunteers will:-

- Be polite at all times and treat members of the public, patients and staff with dignity, courtesy and consideration
- Assist patients and visitors in a manner that ensures their safety and comfort at all times
- Respect people's right to privacy at all times
- Ask for assistance from staff and refer all problems to the Volunteer Coordinator when required
- Communicate with and follow the direction/guidance of staff
- Provide feedback as required on tasks undertaken
- Report accidents or incidents immediately
- Comply with the requirements of WaikatoDHB policies
- Comply with the required Volunteer dress code
- Bring any ideas, concerns or issues to the Volunteer Coordinator for discussion

As this position requires considerable time standing and walking, volunteers are required to take a morning/afternoon tea break during their rostered duty time.