

Guide Service

Role description

Guide Service

The Guide Service plays an important part in helping visitors and patients orientate themselves on how to get around the hospital facility.

The Volunteer Guides are based on the concourse in the main entrance of the Royal Adelaide Hospital but can also be found roving throughout the hospital.

Volunteer Guides provide assistance effective customer service to patients and visitors of the Royal Adelaide Hospital through the supply of information about the hospital and local amenities.

Duties

- Greet and welcome visitors and patients to the Royal Adelaide Hospital
- Guide or provide directions to visitors and patients to assist them in getting to their destination
- Provide escort support services to patients or visitors within the hospital when required
- Provide information to visitors on hospital and local amenities such as shops, cafeterias, rest rooms, taxis, car parking and public transport
- Assist staff across the hospital to guide patients and visitors from one area of the hospital to another
- Deliver flowers to inpatient rooms
- Assisting and educating patients and visitors in the use of the hospital Wayfinding and Outpatient check-in kiosk technology
- Assist with general activities and task that support the Volunteer Services Unit
- Working cooperatively with hospital staff to ensure the non-clinical and support needs of patients and attending family/carers are met.

Hours of Service

Shift times: 8:00am to 11:30am – 11:30am to 2:30pm – 2:30pm to 5:30pm
Days: Monday to Friday (excluding public holidays)
Location of shift: Volunteer Services Unit – Level 3 Concourse

Special Requirements

- Have the physical ability to undertaken the duties in a safe manner
- Complete a clear National Police Clearance certificate and renewal every 3 years
- Comply with Work Health & Safety and Infection Control requirements
- Complete all annual mandatory training requirement

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Person specifications

Volunteers in this role will have the following personal skills, experiences and attributes:

- Excellent customer service skills
- Ability to relate and engage with people from a diverse range of backgrounds
- Effective listening and communications skills
- Ability to be compassionate and empathic
- Ability to undertake duties with minimal supervision
- Reliable and punctual

Supervisor

Team Leader or Coordinator Volunteer Services Unit

I have read and understand the duties and requirements associated with this volunteering role.

Name

Signature

Date
