Volunteer Role Description
Meet and Greet Volunteer – Maternity Services

Where: Maternity Unit, Wishaw General Hospital, 50 Netherton Street, Wishaw

When: Volunteers are required between 1pm and 3pm and 6pm and 8pm, 7 days a week. Volunteers will be expected to commit to one 2 hour shift a week.

Expenses: Out of Pocket expenses can be claimed in line with NHS Lanarkshire policy

Role: Volunteers will be expected to carry out the following tasks:

- Answer the controlled entry ward door to visitor
- Check which patient the visitor are in to see and record that they are there
- Explain the hand hygiene procedure for the ward and the use of hand gel
- Explain that there are only 3 visitors allowed per patient at any one time and that they may have to go to the coffee shop to wait for other visitors to leave
- Highlight the facilities available for people to wait
- Occasionally check names of visitors to ensure that people who are not allowed access to the ward do not get access
- Refer visitors to nursing staff where there are clearly more than 3 per patient

Skills and Experience the volunteer would require:

Volunteers need have no previous experience of either volunteering or working with parents and children as full training will be given.

Volunteers will be expected to undergo a Disclosure check.

Volunteers will also need to supply 2 character references and successfully come through an interview.

Volunteers also undergo NHS Lanarkshire’s Occupational Health screening which will also include checking rubella status.

We would expect volunteers to have the following qualities and skills:

- Be over the age of 16
- Be able to relate well to people
- Be able to confidently ask people who they are visiting and explain the visiting policy and why it is in place
- Be able to respect confidentiality
- Have a high standard of personal hygiene
- Be relatively outgoing
- Be reliable and able to commit to a regular shift each week for a period of at least 6 months

The Maternity Unit at Wishaw General Hospital is the centralised unit for all maternity services within Lanarkshire. It comprises of a number of inpatient wards, a day unit, neo-natal unit and an early pregnancy assessment centre.