



Hospital Hosts

Help make our hospital a more caring, safe and efficient place where visitors, patients and staff feel supported and valued.

Purpose of the Position

- Make people feel welcomed and less stressed by greeting them at the entrances to our hospital and assisting to make their visit as trouble free as possible.
- With your assistance people will arrive on time to appointments and patients and visitors will feel more supported.

Key Tasks of the Hospital Host role 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 deliver flowers and e-cards to patients in wards.
- To ensure a supply of chairs and wheelchairs is available in the foyer at all times where possible
- To assist with the evacuation of people from the building during a fire alarm

Volunteer Hospital Hosts may be asked to assist with other tasks from time to time.

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 Manager 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 Waikato DHB policies

Expectations – it is expected that Volunteers will:-

- Comply with the required Volunteer dress code
- Bring any ideas, concerns or issues to the Volunteer Manager 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.