

# Volunteer role description



Red Cross acknowledges  
the Traditional Owners  
of this land, their ancestors  
and Elders, past and present.

the  
power of  
humanity



## Hospital Meet and Greet Volunteer – Bundaberg

<b>Department</b>	Red Cross Bundaberg Branch
<b>Availability</b>	Monday – Friday   9am – 4pm   minimum 4-hour block
<b>Location</b>	Front Reception Area   Bundaberg Base Hospital, QLD
<b>Category</b>	Working in our Services and Programs

### Building an inclusive, diverse and active humanitarian movement based on voluntary service

#### Role purpose

The role of the Meet and Greet volunteer provides information about services and facilities to the public within the Bundaberg Base Hospital. You will assist visitors by providing directions or escorting them to wards or departments.

#### Role responsibilities

- To communicate respectfully with all individuals including patients, customers and staff
- Provide information to visitors about the hospital services and facilities
- Escort patient and visitors to various wards and department, as required
- Respond to general enquires about local amenities, including hospital cafeterias, rest rooms, local coffee shops, taxis, public transport and parking
- Reassure people if they appear distressed or confused
- Maintain the Meet and Greet front reception day books
- Follow direction of the Hospital Volunteer Services Coordinator
- Work within the guidelines of the Hospital policies and procedures

#### Knowledge, skills and experience

- Excellent communication and listening skills
- Ability to follow direction
- Ability to relate and engage with people from a diverse cross section of the community
- Ability to work as part of a team
- Ability to maintain confidentiality of information

#### Check requirements

- Red Cross requires - A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
- If you are successful in the role you will need to undertake further onboarding checks and induction with the Bundaberg Base Hospital – including a Working with Children Check (blue

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card), Mandatory training (health service induction, fire safety, infection control, and code of conduct) and immunisation. The hospital will cover all costs

- COVID-19 vaccination (as required by Bundaberg Base Hospital)
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### Learning and development

- Complete Red Cross online learning modules as required
  - Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
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### General conditions

We act always in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

*In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement*

**Humanity**

**Impartiality**

**Neutrality**

**Independence**

**Voluntary Service**

**Unity**

**Universality**

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