

Volunteer Role Description

Role Title:	Help Desk Assistant
Reporting to (title):	Matron (Outpatients)
Department:	Various
Location:	Broomfield Hospital

ROLE SUMMARY

To assist and compliment the work of staff at Broomfield Hospital. In this role, the Help Desk Volunteers provide a warm and welcoming face to patients and visitors to the hospital.

GENERAL RESPONSIBILITIES

- Based at the various Help Desks throughout the Hospital, volunteers offer practical support, information and directions to patients that enter the Hospital.
- Volunteers to accompany patients to various departments
- Assist patients to book-in for outpatient appointments via the 'In-touch' self-check-in terminals
- Volunteers ensure their allocated area is kept tidy

KNOWLEDGE AND SKILLS REQUIRED IN THE VOLUNTEER

Volunteers need to have a sensitive, yet enthusiastic nature, and possess effective communication skills. Flexibility, patience, empathy and the ability to use their own initiative are all central to this role.

An awareness of the need for confidentiality is essential.

At no point is a volunteer to provide any clinical care to patients, or take on tasks that are the main duty of a paid worker. The aim of the role is to enhance the patient experience and make their time in hospital as comfortable as possible.