

**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.

**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.

**Named Contact/Matron/Manager.....**

**Signed.....**

**Date.....**