

Volunteer Role Profile



Volunteer Role

Vaccine Clinic Support Volunteer

Volunteer Manager

Hospital Volunteering Team

Where you will be based

Hospital

Why we want you

Ensuring patients and visitors have a supportive and friendly welcome to every department is really important. As a volunteer, you will assist our onsite vaccination programme by welcoming, directing and assisting users as they move through the process.

What you will be doing

- Welcome patients and visitors to the clinic with a smile
- Help patients and visitors to follow any required safety requirements
- Help patients feel comfortable and at ease while they wait for appointments
- Liaise with hospital staff to meet patients' needs and help contribute to a positive experience
- Support other non-clinical tasks, as requested by hospital staff

The skills you need

- A friendly, positive and approachable manner
- Ability to be empathetic, patient and calm in difficult situations if they arise
- Ability to work well within a diverse team
- Ability to follow instructions
- Ability to act on own initiative
- Excellent communication skills
- Pro-active, respectful and attentive to patient and visitor needs
- Physically able to stand and/or move around the hospital site with ease for the duration of a shift
- Excellent communication and interpersonal skills, including English language

What's in it for you

- A fun and fulfilling opportunity to give back to your local community as well as use and develop your skills
- Recognition for your contribution as a volunteer via our awards scheme and regular newsletter
- Reimbursement of agreed out of pocket expenses for travel and refreshments

- Volunteer Core Training and ongoing role-specific guidance, support and training
- Additional learning opportunities to help you grow and develop in your volunteer role and beyond
- An official volunteer uniform to wear whilst volunteering
- A named member of staff as a main point of contact who will support you, manage your tasks, answer questions and provide help when you need it
- Regular contact and support from staff within the Volunteering Department, including a dedicated hospital volunteering team based at your main hospital site
- An opportunity to feedback about your experience volunteering with us