



## Volunteer Role Description

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| <b>Volunteer role:</b>       | <b>Outpatients, Front Desk Assistant</b>  |
| <b>Based at:</b>             | Reception area of the Outpatient Department<br>Homerton University Hospital                   |
| <b>Days/times:</b>           | 8.30am-12.30pm; 12.30-4.30pm<br>Monday to Friday  |
| <b>Volunteer Supervisor:</b> | Iyabo Aderotimi, Team Supervisor, Outpatients/<br>Sharon Prince, Team Supervisor, Outpatients |
| <b>Main purpose:</b>         | To assist in the smooth running of the Outpatient<br>Department by helping patients and staff |

### Background

The Outpatients Department is one of the busiest areas in the hospital, receiving over 250 patients a day and holding over 40 clinics.

Front Desk Assistants will work closely with the Team Leaders in Outpatients to ensure patients waiting in reception have help if they need it.

With so many people coming into the Department each day it is essential that volunteers have a calm and friendly manner at all times and take a proactive, problem solving approach to the role.

### Duties

1. Welcoming patients into the Department and directing people to the right reception waiting area.
2. Directing patients to the facilities in Outpatients as required, eg, tea and coffee points, toilets, or to other parts of the hospital (eg Cashier's Office, X-ray Department).
3. Answering patient queries wherever possible or asking a member of the Outpatient Team to assist.
4. Collecting patients' notes or referral letters as required.
5. Refilling information racks and helping to keep the reception area tidy.
6. Asking patients to give feedback on their experience of Outpatients by completing a hand-held survey device.

## **Person Specification**

### **Front Desk Assistant, Outpatients**

#### **Essential**

- Aged 18 or over
- Able to commit reliably to at least 3 hours a week for a minimum of six months
- A commitment to improve the patient's experience of their time in hospital
- Reasonably fit and active as the job entails standing or walking for up to 3 hours at a time
- Well presented, with a friendly and approachable manner and good verbal communication skills
- An ability to relate well to people on a one to one basis and be sympathetic to others' situations
- An ability to learn the lay-out of the hospital well
- An ability to be patient and calm even in the face of difficult situations
- An ability to act on own initiative within the role description
- A willingness to be flexible and to follow the guidance of a Volunteer Supervisor
- A commitment to the trust's equal opportunities and diversity policies
- A willingness to abide by the Homerton's volunteer guidelines, including rules on confidentiality, health and safety, safeguarding adults and children and manual handling
- To be willing to receive training in customer care, communication skills and any other areas as appropriate to the volunteer role

#### **General information**

- Volunteers should not undertake duties outside this role description without checking first with their Volunteer Supervisor.
- Volunteers must not undertake any manual handling tasks.
- A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature.
- Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients' affairs with any person other than the relevant staff. If a patient discloses information relevant to their condition, the volunteer should direct the patient to speak to the Nurse in Charge.
- Volunteers are complementary to paid staff and must not be used to replace roles that are usually undertaken by hospital employees.