



Volunteer Role Description

Volunteer role: Phlebotomy Blood Clinic Coordinator Volunteer

Based at: X-ray 2 Blood Clinic, Homerton Hospital
Homerton Row, London, E9 6SR

Days/times: Monday to Friday, 8.30am-12.30pm
Monday to Friday, 12.30pm-17.00pm

Volunteer Supervisor: Hannah Hall, Phlebotomy Team Leader

Main purpose: To coordinate the patient flow in the Blood Clinic by providing support with running of clinic operations.

Background

The Phlebotomy Department is one of the busiest areas in the hospital, with the blood clinic receiving over 250 patients a day. The blood clinic operates from 7am to 5pm, Monday – Friday.

By volunteering in this role, you will ensure there is an orderly flow of patients into the clinic, with patients knowing where they are in the queue and how long they will have to wait.

With so many people coming into the Department each day it is essential that volunteers have a calm and friendly manner at all times.

Duties

1. Welcoming patients to the Blood Clinic.
 2. Ensuring all patients go to the waiting area to take a ticket, indicating where they are in the queue.
 3. Liaising with the Phlebotomists to find out who is next into clinic and ensuring patients are seen in order according to their ticket number.
- Answering the telephone and directing queries to the most relevant person

- A willingness to abide by the Homerton's volunteer guidelines, including rules on confidentiality, health and safety, safeguarding adults and children and manual handling
4. .
 5. To support the staff with maintaining that stock is replaced and work areas including floors are clean and tidy at all times, complying with Infection Control standards.
 6. To transport specimens from the Clinic to the Pathology department (these are all kept in a zipped bag to ensure safety in transportation)
 7. Occasionally escort patients to a ward if required or to other outpatient areas.
 8. To help support the team leader with adhoc duties e.g., manually counting tickets and recording data into a book for the team leader to transfer to spreadsheet
 9. Administer a patient survey when required.

Person Specification

Phlebotomy Coordinator Volunteer, Blood Clinic

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.