



Volunteer Role Description

Volunteer role:	Outpatients, Anti-Coagulation Clinic
Based at:	Outpatient Department, Homerton Hospital Homerton Row, London, E9 6SR
Days/times:	Monday, Tuesdays, Thursdays – 8.30am-12.30pm Wednesdays and Fridays – 1.30-.4.30pm
Volunteer Supervisor:	Yusuf Hossenbaccus, Senior Staff Nurse
Main purpose:	To welcome patients to the clinic, ensuring people are seen by the doctor in the right order

Background

The Outpatients Department is one of the busiest areas in the hospital, receiving over 250 patients a day and holding over 40 clinics. The Anti-Coagulation Clinic is a nurse led service for people receiving therapy to reduce the clotting ability of their blood. This is important in preventing conditions such as strokes and heart attacks.

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 Anti-Coagulation Clinic.
2. Ensuring all patients go to the reception area to check in and be given a ticket, indicating where they are in the queue.
3. Liaising with the clinic nursing staff to find out who is next into clinic and ensuring the patient with the right ticket sees the doctor.
4. Asking patients to give feedback on their experience of Outpatients by completing a hand-held survey device.

Person Specification

Meet and Greet Volunteer, Anti-Coagulation 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
- Volunteers must adhere to 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.