

## Role Description

**Volunteer role:** Information and Support Assistant

**Based at:** Health Shop, Homerton University Hospital

**Days/times:** am or pm, Monday-Friday

**Volunteer Supervisor:** Margaret Howat

**Main purpose:** To support the running of the Health shop

### Background:

The Health and Cancer Information Centre is a drop-in Centre based at the main entrance of the hospital.

Within the health shop we have

- PALS
- General Information

It provides free and confidential information about health and health services, practical advice and support for people with cancer, their family and friends in and around Hackney.

By volunteering in this role, you will help to ensure all visitors including the staff are welcomed to the Health and Cancer Information Centre and receive the information and support they need.

### Duties

1. Welcoming visitors to the Health and Cancer Information Centre
  - a. meet and greet
  - b. find out about the nature of enquiry
2. Advising visitors about the resources available in the Health and Cancer Information Centre
3. Providing information and advice as required, or signposting the enquirer to other services or sources of information. Do not give out information or advice about cancer or cancer treatment. Refer cancer related enquiries to the Macmillan Cancer Information and Support Manager.

4. Restocking the display units with leaflets:
  - 3- 4 leaflets in each slot, don't mix titles
  - Headings should match information displayed
  
5. Maintaining the stock of leaflets:
  - a. Ordering Leaflets by phone
  - b. Updating with new resources
  - c. add low stock items in the 'ordering' folders
  
6. Maintaining the Health Shop
  - a. weekly change of information topics
  - b. Weekly update on wall information site
  - c. Display information which coincides with the national awareness programme
  - d. Calendar bookings
  
7. Support the external outreach session at the main entrance, showing them how to access table, chairs and display boards
  
8. Support PALS team by providing enquirers with suggestion/enquiry forms if requested
  
9. Support PALS and information team with events
  
10. Support the patient experience team by entering patient survey data.
  
11. Arrange for confidential sacks to be collected.
  
12. Order stationary for the department when requested
  
13. Input 'Message to Homerton' cards on the Datix database.
  
14. Answer the telephone and take messages when needed.

## **Person Specification**

## **Information and Support Assistant**

### **Essential**

- Aged 18 or over
- Able to commit reliably to at least 3 hours a session for a minimum of six months
- Well presented with a friendly and approachable manner, good verbal and listening skills
- The emotional maturity to help people who may be distressed or angry
- An ability to be patient, calm and caring, 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
- A volunteer can offer support and empathy
- A volunteer must not offer a medical opinion on the enquirer's treatment or assist with anything of a clinical nature
- Volunteers must be aware of the importance of confidentiality at all times
- Volunteers are complementary to paid staff and must not be used to replace roles that are usually undertaken by hospital employees.