Volunteer role description: Clinic liaison

Department or clinic liaison volunteers are located within outpatient areas. The role involves meeting and greeting patients as they attend their appointment, communicating time delays and generally ensuring that the patient journey runs as smoothly as possible.

Volunteers will link with their identified clinic or department to agree times to volunteer.

Tasks:
1. Liaise with staff at the start of each shift to understand delays and other relevant information, and keep patients updated
2. Tell patients about how the clinic works and what to expect
3. Inform patients about refreshments, help to get refreshments if appropriate
4. Liaise with relatives / friends if the patient needs further support in clinic or to get home
5. Help to ensure the patient has a plan for getting home, eg speak to patient transport
6. Help patients complete feedback questionnaires

It is expected that the Department Liaison volunteer will be able to:
1. Speak with patients from all walks of life with confidence and minimal supervision.
2. Be professional and polite with patients, carers and staff.
3. Volunteer regularly, and let someone know if unable to attend
4. Ensure absolute confidentiality of information obtained through contact with York Teaching Hospital NHS Foundation Trust.

We will support you by:
1. Delivering a Trust Induction Day which will provide mandatory training
2. Providing access to other training as appropriate
3. Linking you with a volunteer supervisor who will be your main point of contact, as well as the Volunteer Services team.
4. Listening to your feedback about your role
5. Reimbursing reasonable travel expenses incurred as a result of volunteering

The Trust requires all volunteers to demonstrate the following Trust Values:
- caring about what we do
- respecting and valuing each other
- listening in order to improve
- always doing what we can to be helpful.

If and when you are ready to leave your volunteer placement, please let your ward supervisor and the volunteers service (volunteering.mailbox@york.nhs.uk) know so that we can collect your ID badge and open the place up to others.
To gain consent for use of photography, video and case studies

York Teaching Hospital NHS Foundation Trust (the Trust) uses photography, video and case studies of supporters, NHS staff and members of the public in a number of ways in order to represent the Trust in a variety of forms, including in printed information such as newsletters, displays, on websites, social media and film. The photography, video or case studies will primarily be used by the Trust, but may be shared with other NHS organisations and York Teaching Hospital Charity.

By signing this form you agree that the photography/video/case study can be used for these purposes by the Trust. We will not knowingly use the image for anything that may cause offence, embarrassment or distress. We reserve the right to continue to use the image unless you advise us otherwise.

If you wish to discontinue the use of the photography, video or case study please contact the Trust by calling 01904 725233 or by emailing commsteam@york.nhs.uk

Please sign to confirm you understand the remit of this volunteering role. Please note this does not constitute a legally binding contract of employment.

Signature .................................................................

Print name .................................................................

Date .................................................................