

## **Out Patient Clinic Volunteer**

### **Purpose of the Position**

- To provide assistance to outpatients attending out-patient clinic appointments.

### **Key Tasks of the Volunteer are:-**

- Be present in reception to liaise with reception staff who will identify patients that need help with form-filling.
- Assisting with administrative tasks
- Helping outpatients to find the right consultation room within the department.
- Providing assistance to people needing way-finding help once their appointments are over or who need help returning to their car.

### **Expectations – it is expected that Volunteers will:-**

- Be polite at all times and treat members of the public, patients and staff with dignity, courtesy and consideration
- Assist patients and visitors in a manner that ensures their safety and comfort at all times
- Respect people's right to privacy at all times
- Ask for assistance from staff and refer all problems to the Volunteer Manager or Clinic staff when required
- Communicate with and follow the direction/guidance of staff
- Provide feedback as required on tasks undertaken
- Report accidents or incidents immediately
- Comply with the requirements of WDHB policies
- Comply with the required Volunteer dress code
- Bring any ideas, concerns or issues to the Volunteer Manager for discussion