

## Volunteer Role Description

### Patient Helper

#### Treatment Room Clinic

Princess Royal Health Centre (Block 8)  
Greenhead Road  
Huddersfield  
HD1 4EW

**Restrictions:** 16 years +

#### About the Treatment Room Clinic

Wound care and vitamin B12 injections are delivered at our Treatment Room Clinic, which is run by a registered nurse and healthcare assistant.

#### What You Will be Expected to Do:

Support the Treatment Room Clinic team by:

- Meeting and greeting patients on arrival and checking them off a clinic list
- Guiding patients to the waiting area and back out after their consultation, ensuring the department door is properly closed
- Signposting patients to the toilets and ensuring they are accessible by a ramp (when required)
- Helping and encouraging patients to complete a feedback survey after their appointment
- Monitoring the waiting area to make sure it is kept clean and tidy

You will also need to be available to signpost and/or accompany patients and visitors to other departments within the Princess Royal Health Centre if they are lost.

#### The Difference You Will Make:

You will make appointments more pleasant for patients by welcoming them on arrival and guiding them to waiting areas. You will also help the Treatment Room Clinic team collect valuable feedback.

#### Useful Attributes:






- Friendly and approachable
- Confident and comfortable communicating with patients (including patients whose first language is not English)
- Able to use initiative
- Non-discriminatory, non-judgemental, open-minded attitude
- Reliable and able to maintain confidentiality

#### Weekly Sessions to be Covered (*not necessarily all vacant*):






	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Morning						 8am – 12pm	
Afternoon							
Evening			 5pm – 8pm				

**Minimum Period of Commitment:** 6 months

### How Locala Will Recruit You:

Application	
Informal Interview (via MS Teams)	
2 x Character References	
Standard DBS check	
*Training & Induction (online modules to be completed <i>before</i> induction)	

### What Will be Available to You:

Public Liability Insurance (covers 16 years +)	
Disabled Access	
Regular Follow-up Visits (every 6 months minimum)	
Out-of-Pocket Expenses (45p per mile, car parking fees, public transport fees)	
ID Badge & Polo-Shirt	

### Useful Information:

\*Additional support is available if required. If you don't have access to a computer, a paper version of the booklet and assessment can be provided.

### How to Apply:

Submit an online application at: [MyImpactPage - Application Form - Locala Health & Wellbeing \(betterimpact.com\)](https://betterimpact.com) Alternatively, a paper application form can be posted out on request.

Please call one of our Volunteering Services Managers (Heidi and Louise) on: 030 3330 9392, or email: [volunteering@locala.org.uk](mailto:volunteering@locala.org.uk).

### About Locala Health & Wellbeing:

Locala is proud to be a colleague-owned provider of NHS community healthcare services. Our colleagues make key decisions about the services we provide and how we support our communities. As a social enterprise any profits made are invested into further improving our healthcare services and community projects.

Visit our website for more details at: [www.locala.org.uk](https://www.locala.org.uk).