

Volunteer Role Description

Patient Helper

Princess Royal Community Health Centre
Greenhead Road
HUDDERSFIELD
HD1 4EW

Restrictions: 16 years +

About the Locala Service:

A variety of patient services run out of the Princess Royal Health Centre, which is also a base for some of our administration and training services. Patient services include:

- CAMHS (Child & Adult Mental Health Services)
- Children's Therapy Services
- Contraception & Sexual Health
- Dental
- Diabetic Eye Screening
- MSK (Muscles, Joints & Bones)
- Podiatry (Foot Health)
- TB Nursing
- Whitehouse Centre (GP Practice)

What You Will be Expected to Do:

The health centre building and grounds aren't easy to navigate and our patient feedback reflects this. You will help our patients and visitors by being present in and around the health centre car parks and buildings, ready to help those who might be lost or unsure where to park. This will include:

- Accompanying patients and visitors to the correct department and ensuring they know which desk to report to and where to wait
- Helping patients and visitors use the car park pay machines
- Informing patients and visitors with a Blue Badge that they don't need to pay and either taking registration details or guiding them to register the badge with reception teams
- Signposting and directing patients and visitors to nearby street-parking or alternative car parks if there are no spaces

Services may also ask you to support them with gathering feedback surveys from time to time, which may involve you approaching patients and chatting to them about their experience that day.





















The Difference You Will Make:

Being a friendly face for patients and visitors to approach and ask for directions and information, making their visit to the Princess Royal Health Centre more straightforward and pleasant.

Useful Attributes:






- Friendly, willing and approachable
- Confident speaking to people (including those who don't speak English as a first language)
- Reliable
- Show initiative

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






	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Morning	 10:00-12:00	 10:00-12:00	 10:00-12:00	 10:00-12:00	 10:00-12:00		
Afternoon	 1:00-3:00	 1:00-3:00	 1:00-3:00	 1:00-3:00	 1:00-3:00		
Evening							

Minimum Period of Commitment: 3 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, Fleece, Polo Shirt & High-Vis Vest	

Useful Information:

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

Due to the nature of this role, volunteers must also attend Conflict Resolution Training within three months of starting. Dates, times and location of the training will be discussed at induction.

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.

About Locala:

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.