Eye Clinic Support Volunteer – Pinderfields Eye Centre & Pontefract Hospital Eye Clinic

- Are you friendly and confident with good communication and administration skills?
- Would you like to gain more experience by volunteering in an eye clinic?

We need a volunteer to provide support to our Eye Clinic Liaison Officers (ECLO) based at The Mid Yorkshire Hospitals NHS Trust to help us give timely information and support to people with sight loss, at the time they need it most.

What will I be doing?
- Meeting and greeting patients in the eye clinic waiting areas and providing appropriate information and services and/or referring to the ECLO for further support.
- Supporting the ECLO with promotional events and campaigns such as National Eye Health Week as and when required.
- Putting together packs of information relating to daily living and eye conditions.
- Taking messages and other general administrative tasks as required such as photocopying, preparing promotional material, sending out correspondence and liaising with partner organisations to share service information when appropriate.

What skills and qualities can I bring to this role?
- Good communication skills and confidence with face to face interaction in a busy eye clinic.
- Good listening skills, including telephone skills.
- Good standard of spoken and written English.
- Good organisational skills.
- Good attention to detail and ability to record information accurately.
- Commitment to confidentiality and data protection.
- Reliability.
When will I be needed?
Flexible – day and hours to be agreed. We work Monday to Friday between 9am and 5pm.

Location
You will be based at either/both eye clinics at Pinderfields Eye Centre & Pontefract Hospital Eye Clinic.

What will I gain from the role?
- Experience and skills in communication, administration and patient support.
- Insight into the work of the NHS and third sector support for blind and partially sighted people.
- Personal satisfaction from helping visually impaired people.
- Opportunity to gain experience within an eye clinic.

What support will I be given?
- Induction and relevant training.
- Expenses – all out of pocket expenses will be reimbursed including expenses to attend training.
- Peer Buddy Support from Wakefield District Sight Aid.
- Supervision and support from the Eye Clinic Liaison Officer and Team Leader.

Contact Details
Please email your contact details, an outline of your relevant skills and experience, and what you want to gain from the role to Debra Baverstock, Team Leader, Action for Blind People.

Email: debra.baverstock@actionforblindpeople.org.uk
Phone: 0113 386 2800

Our vision is of a world in which blind and partially sighted people enjoy the same rights, freedom, responsibilities and quality of life as people who are fully sighted.