



# Appointment Partner

## Volunteer role description

We are always looking for the right people, those who are friendly, passionate, empathetic and respectful. They are people who celebrate the richness and uniqueness of our diverse community, staff and volunteers. We are committed to ensuring that no individual or group is disadvantaged or excluded from playing an active part in our organisation because of their ethnicity, gender, gender identity, disability, sexuality, religion, age, class or geographical location. They are people who have a natural positive disposition, reliable and committed. They wear our volunteer uniform with PRIDE (passion, responsibility, innovation, drive and empowerment) beaming with compassion and enthusiasm.

The role of a volunteer is a unique one, activities complement the care and support given by staff, and they do not replace staff or mitigate staff shortages. Whilst volunteers are not staff, they are part of the BHRUT family. Volunteers will not assist with anything of a medical nursing nature, read patients' medical files or share this information, assist with cleaning or repair any item of equipment. As a volunteer you are in a position of trust this should never be abused or used to advantage yourself or disadvantage a patient.

### **“IT’S A PRIVILEGE TO SUPPORT SOMEONE DURING THEIR APPOINTMENT, I FEEL VALUABLE”**

As an appointment partner volunteer, you will provide a bookable facility for anyone attending an outpatient appointment at Queen’s Hospital. You will meet the patient at the main entrance and stay with them throughout their pathway providing them with updates on clinic delays and the next steps.

You will demonstrate a calm and patient exterior with your focus being on making the experience as pleasant as possible. Appointment partners do not join the patients in the clinic room or during their consultation, you will wait outside ensuring that they have the privacy and dignity necessary to attend their appointment.

#### **Would suit:**

Someone who is physically fit and active, as much of this role is about supporting people to get to their appointment, walk with them or push them in a wheelchair (with training), you will sit with them and then take them to the exit at the end of the journey, always ensuring that you adhere to our hand hygiene rules.

#### **Commitment:**

This service requires that you are flexible in terms of your availability, as much of this role will be to support last minute requests.