

Generic Volunteer Role Description Template

Organisation Name

East Kent Hospitals University NHS Foundation Trust

Role Title: Patient and Relative Telephone supporter

Location of position: Accident and Emergency QEQM ED Reception

Responsible to: Reception Manager

Purpose/ summary of role: To liaise with relative regarding ED Patients, to take any messages to support ED reception

Description of tasks: To take calls coming through ED and deal with any enquires. To contact pts relatives/ NOK with updates i.e. discharge plans or admission.

Time Commitment: TBC

Skills required: Good telephone manner, confident with talking to the general public in sometimes challenging situations.

Training and Support: Full training and support will be given.

Reimbursement of expenses:

Out of pocket expenses will be reimbursed:

- mileage costs @ 45p per mile
- public transport

Contact : Head of Volunteering and Public Services

