

Enfield Carers Centre G.P. Outreach Volunteer Role

Title: GP and Hospital Outreach Volunteer

Responsible to: Service Development Manager

Overall Purpose:

To raise the profile of Enfield Carers Centre by representing the Centre at GP Surgeries, hospitals and other healthcare settings throughout the borough.

To talk to staff, patients and Carers and refer Carers to the Carers centre. To ensure that information stands are neatly supplied with current information.

Provide community advice and support to NHS staff, patients carers and visitors of North Middlesex University Hospital via the Community Access Hub.

Intended outcomes:

To assist the Healthcare Manager and Healthcare Support worker(s) in visiting GP's, hospitals and other healthcare settings to identify new and existing carers by having a consistent presence in surgeries and hospitals.

Volunteers will have the opportunity to enhance their communication and networking skills. Through this role volunteers will be raising the profile of Enfield Carers Centre and enabling more Carers to access vital support services.

To support ECC with any healthcare functions including providing a welcome and reception service and assisting with a range of tasks at any events.

Volunteers will have the opportunity to interact with Carers and professionals.

Volunteers will help Carers by signposting them to ECC and other support services in the borough and help to identify hidden Carers.

Main Responsibilities

- To attend GP surgeries, hospitals, and other healthcare settings on a regular basis, replenish publicity materials and engage patients and staff in conversation by talking confidently about Enfield Carers Centre and the services it provides.
- Prepare publicity material.
- Feedback new Carer contact details to centre staff.
- To hold regular information stalls.
- To assist at ECC health events – this will involve a range of activities including: providing a welcome reception, directing, and supporting carers, supporting ECC staff as required.
- Attending training briefings/seminars/events as required.
- Taking an active interest in ECC aims and services.

Additional responsibilities may be added as a result of tailoring services that the Centre provides to meet local needs. These will be included after consultation with the volunteers.

Skills and Knowledge

- Excellent communication and interpersonal skills
- Comprehensive understanding of Enfield Carers Centre services.
- Good organisational skills
- Ability to talk confidently to healthcare professionals about ECC services
- Able to work on own initiative
- Understanding of carers and their needs

Attitude and Personal Qualities

- Friendly and approachable
- Confident and articulate
- Encouraging and motivating to support carers to access the services.
- Flexible approach – willing to help with a range of tasks
- Happy to work in small teams with staff/volunteers or alone for short periods
- Reliable
- Willingness to travel around the borough
- Smart appearance
- Self-motivating

Training Requirements (M=Mandatory before commencement, O=Optional – training can be undertaken whilst volunteering)

- Volunteer Induction. (M)
- Primary Care Outreach Training (M)
- ECC Awareness (O)

Time Commitment/Expectation

The time commitment of this role is open to discussion and determined by events.

Some healthcare activities may occasionally take place of an evening or weekends and may require volunteer involvement subject to their own availability.

This role may require some weekend work and some evenings occasionally subject to discussion

Expenses

Travel and other expenses are paid in line with current policy, details of which are included in the Volunteer Handbook. This will be discussed and agreed before Volunteering starts.