

Organisation Name: Communities 1st

Address: Various across Hertfordshire and West Essex

Contact Name: Volunteer Centre Team

Email: volunteer@communities1st.org.uk

Telephone Number: 020 3940 4865

Volunteer Front of House

- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
- Verify citizens' booking confirmation and paperwork and allocate an individual vaccination number and pod using a barcode scanner or other technology devices provided.
- Ensure that the allocation maintains an efficient flow to the individual Pods and that vaccinators are fully utilised.
- Conduct the initial health check, ensuring that citizens do not show COVID-19 symptoms (such as high temperature).
- Check if the citizens have received any flu and COVID-19 vaccination in the last 28 days (or other relevant period as per vaccination guidelines).
- Be aware of any complex scenarios (different vaccine allocation, risk of adverse reaction guidance) and escalate any clinical questions or concerns to the right representative.
- May need to provide citizens with relevant information materials (e.g. leaflets) and offer brief explanation of the steps pre, during and post vaccination that the citizens need to be aware of.
- Manage arrival exceptions together with the steward and support citizens that are turned away, without disrupting the overall throughput of the activities.
- Maintain accurate records and ensure strict data and patient record confidentiality.
- Maintain an efficient and accurate centralised filing system both paper and electronic, which ensures easy access to files and information as and when required.
- Collect, collate and report routine data and information.
- Order supplies, equipment and leaflets as required, liaising with administrative staff.

Knowledge:

- Good basic education.
- Customer service training (Desirable).