

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 Patient Advocate Support

- Provide additional informational support to the citizens, presenting them with relevant details about the vaccination, adverse reactions and process.
- Confidently convey NHS messaging on the vaccination in line with national guidelines.
- Respond to any citizen queries and concerns and escalate any issues to the supervisor.
- Notify a Registered Healthcare Professional of any adverse reactions.
- Ensure patients are comfortable and reassure them pre and post vaccine, signposting them to relevant external resources as needed.
- Provide enhanced support to those requiring it (e.g. those who cannot queue standing or citizens with impairments).
- Working collaboratively with small diverse teams including our NHS doctors, nurses, and other staff.
- Recognise and respond to citizen's needs. This may include supporting people with impairments.
- Work with other St John and NHS colleagues to deliver a vaccination service including escalating problems outside the scope of training to an appropriate person.

Knowledge:

- Knowledge of routine work practices and procedures achieved through induction and on the job training.