

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 Post-vaccination Observation Support

- Manage the post-vaccination observation area; meet and greet citizens, ensuring they are comfortable, reassuring them post vaccine if needed.
- Observe citizens that were directed to the waiting area post-vaccination and recommend a waiting time of 15 minutes.
- Assess patients' health condition, recognise and respond as needed to any medical emergency. This may include helping a patient with their breathing if they have an allergic reaction or adverse effects to the vaccine.
- Offer any First Aid support and/or treatment using local equipment and allow a citizen suffering from an adverse reaction to be lied down if necessary.
- Escalate any incident that is beyond the scope to the Clinical Supervisor.
- Enable more available spaces by confirming citizens are ready to leave the area.
- Monitor and record any incidents and adverse reactions.
- Work collaboratively with small diverse teams including our NHS doctors, nurses, and other staff.
- Demonstrate good personal communication skills and actively promote excellent team and interpersonal relationships.
- Be polite and courteous to citizens and assist with any queries or concerns. Ensure the highest standards of customer service.
- Communicate effectively and promptly to all enquires using a high level of discretion, tact, diplomacy and empathy in a calm and collected manner.
- Assist in the monitoring and maintenance of the health, safety and security of self and others in work area. Assist in the identification and assessment risks in work activities.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Observe and maintain strict confidentiality with regards to any patient/family/staff records and information in line with the requirements of the Data Protection Act.
- Adhere to all centre policies, procedures and processes.
- Undertake mandatory training and any other training relevant to the role as required.

Qualifications:

- First Aid training or Basic Life Support
- Level 3 qualification in a healthcare related subject (Desirable)