**Role Description – Hospital Information Desk Volunteer**

**Key Activities**

Working as part of a team, running the hospital information desk, which is the first point of contact for many individuals with iSightCornwall.

* Explain to clients the range of services available for blind and partially sighted people living in Cornwall provided by the charity, and how these may be accessed.
* To offer appropriate leaflets about eye conditions, services and equipment to assist clients.
* Completing referral sheets to enable follow up contact by the charity.
* Explain and demonstrate an agreed range of equipment and aids that might assist a client in their own home.
* Listen and provide advice where appropriate.

**Experience, Skills and/or Qualifications**

* An empathetic approach to the needs of visually impaired people.
* Punctual and reliable.
* The ability to keep accurate, transferable and confidential records of conversations and help to collect data for quarterly and annual reports

**Practicalities**

* All volunteers will be issued with an ID badge and given relevant training.

**Benefits for volunteers**

* New experiences and skills gained.
* An understanding of the difficulties faced by visually impaired people.