**Role Description – Hospital Information Volunteer**

**The purpose of the role**

The role of Hospital Information Volunteer is providing information to patients about iSIghtCornwall services by:

* Explaining 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.
* Offering appropriate leaflets about eye conditions, services and equipment to assist clients.
* Completing referral sheets to enable follow up contact by the charity.
* Demonstrating a range of equipment and aids (only available at some of the hospitals)
* Listening and providing advice where appropriate.

**Skills and requirements**

* 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
* Hours are negotiable.
* The role can often involve thinking on your feet and problem solving. If you need any help and support, you can call The Sight Centre or if based at Treliske speak with our Eye Clinic Liaison Officer.

**Practicalities**

* ID badges are provided.
* ‘Taster days’ are available.
* Full training and support provided.

**Benefits for volunteers**

* New experiences and skills gained.
* A vital support to a small local charity.
* The role is very visible and valuable.