

Eye Clinic Advisor

Location:

Norfolk and Norwich University Hospital, Cromer Hospital, James Paget University Hospital or Queen Elizabeth Hospital. To be agreed upon completion of training.

The role:

To provide comfort, support and advice to people facing the trauma of losing their sight. Vision Norfolk provides the service at daily eye clinics held at the hospital, to make sure a caring face is available for patients.

Key responsibilities:

- Calmly and sympathetically talk through a person's fears and anxieties, reassuring them and begin to help them come to terms with their diagnosis
- Inform patients about Vision Norfolk's services
- Signpost patients to the benefits they maybe entitled to and/or to other organisations that could help

Other responsibilities:

- Maintain strict confidentiality at all times
- Adhere to the Vision Norfolk volunteer policies and procedures including Health and Safety
- To be kind and courteous as you will be acting as a representative of Vision Norfolk

Required skills:

We are looking for personable, approachable volunteers who are enthusiastic about the work we do at Vision Norfolk.

Our volunteers will be:

- Able to work both independently and as part of a team
- A good listener
- Well organised
- Strong verbal and written communication skills
- Confident in speaking to new people
- Able to build and maintain strong interpersonal relationships

We offer:

- Full training by both Vision Norfolk and the NHS
- A DBS check for Vision Norfolk and for the NHS hospital you will be based at
- Visual Awareness Training
- Regular, ongoing advice and support
- Payment of out of pocket expenses agreed in advance

Contact details:

If you would like to discuss the opportunities we have at Vision Norfolk, please contact the Volunteer Engagement Coordinators:

Edward Bates (Great Yarmouth) 01603 972604

Penny Parker (King's Lynn) 01553 407004

Email: volunteers@visionnorfolk.org.uk