

Volunteer Role Profile



Volunteer Role

Vaccination Support - Patient Advocate

Volunteer Manager

Volunteer Co-ordinator

Where you will be based

Community

Why we want you

We are looking for people who are passionate about caring for people and making them feel at ease. You will be looking after people before and after they get their vaccine, giving extra support to people if they need it.

What you will be doing

- Give a warm friendly welcome to people.
- Direct people around the centre and remind them to socially distance.
- Reassure people before and after they are vaccinated.
- Give extra support to those who need it, this might include helping people with additional needs or who are frightened.
- Tell people where they can get extra support if they need it.
- Keep accurate records.
- Get help from your shift leader if there is a problem.
- Look after your own wellbeing and ask for help if you need it.

The skills you need

- Warm, friendly and have respect for individuals.
- Confident, calm, and reassuring.
- Able to deal with conflict.
- Ideally have experience of caring for people, customer service or providing signposting and advice.
- Can follow instructions.
- Use initiative to solve problems.
- OK with the sight of needles, blood and vomit.
- Able to do shifts that could include a lot of standing and walking.
- Able to drive or use public transport to get to the vaccination site.
- Able to wear a mask throughout the shifts.
- Able to commit to attending the training programme which includes online and face to face elements.
- Willing to complete a criminal record check.

What's in it for you

- Safely meeting people and making the vaccination process easier for them.
- Knowing that you have been a part of returning the world into a safer

place.