**Volunteer - Eye Clinic Support Assistant**

Are you friendly and caring? Can you be the first point of contact for people with sight loss?

**Description:**

You will be offering patients’ information about services that they can access. You will also be liaising with eye clinic staff to advise patients. You will be providing information about local services and supporting Eye Clinic professionals in an outreach clinic setting.

**What experience / skills are needed? (Training will be provided)**

* An effective communicator with active listening skills.
* Confidence to speak to a wide range of people.
* Ability to use your own initiative within the remit of the role.
* Ability to empathise with people affected by sight loss.
* To have internal emotional resilience.
* Work efficiently to agreed protocols and timescales.
* To contribute to recording systems.
* To have an understanding of certification and registration processes.

**Eye Clinic Support Tasks**

* To make patients aware of services available and offer referral to the ECLO service.
* To provide impartial information and guidance to people affected by sight loss.
* To signpost to local and national services, as appropriate.
* To establish good relationships with clinical staff and maintain working relationships between the ECLO and eye health professionals.
* Adhere to all Trust and Action for Blind People confidentiality, data protection and Information Governance procedures.