

# Hearing Loss Support Volunteer

## Role Description



HELPING CHARING CROSS HOSPITAL DO MORE

### Purpose of the role:

To assist Audiologists, in a practical way, to help hearing aid users, by providing peer to peer support, both in the hospital, and in the community.

### Skills/experience required:

- A friendly and approachable manner
- Good communication skills
- Good attention to detail
- Be open to following instructions and guidance from Trust staff
- Willingness to attend all necessary training
- Knowledge of Data Protection would be an advantage
- Committed to upholding patient confidentiality
- Respectful and sensitive to the needs of others
- Manual dexterity would be an advantage
- Experience of using a hearing aid or knowledge of the ear, and how it works, would be helpful

### Key tasks:

- To help provide instructions to hearing aid users so that they can confidently undertake maintenance on their own hearing aids
- Be a point of contact to meet and greet patients attending walk in repairs clinics
- Photocopy leaflets and help to keep displays full
- Pass on feedback on department leaflets to the Audiology team
- Assist at awareness and other events (optional)

### Time commitment:

Ideally we are looking for individuals who can volunteer one morning session a week or fortnightly, on a weekday, for a 6 month commitment initially. We can be flexible with times.

Main contacts and NHS Supervisor  
Jane McCall, Specialist Hearing and Balance Therapist  
Emily Frost, Senior Clinical Audiologist

### Locations:

Charing Cross Hospital, W6 8RF  
Tuesdays and Thursdays 9.30-11:45

St Mary Abbots Hearing Aid Centre, W8 5LW  
Monday to Friday 10.30- 11:45

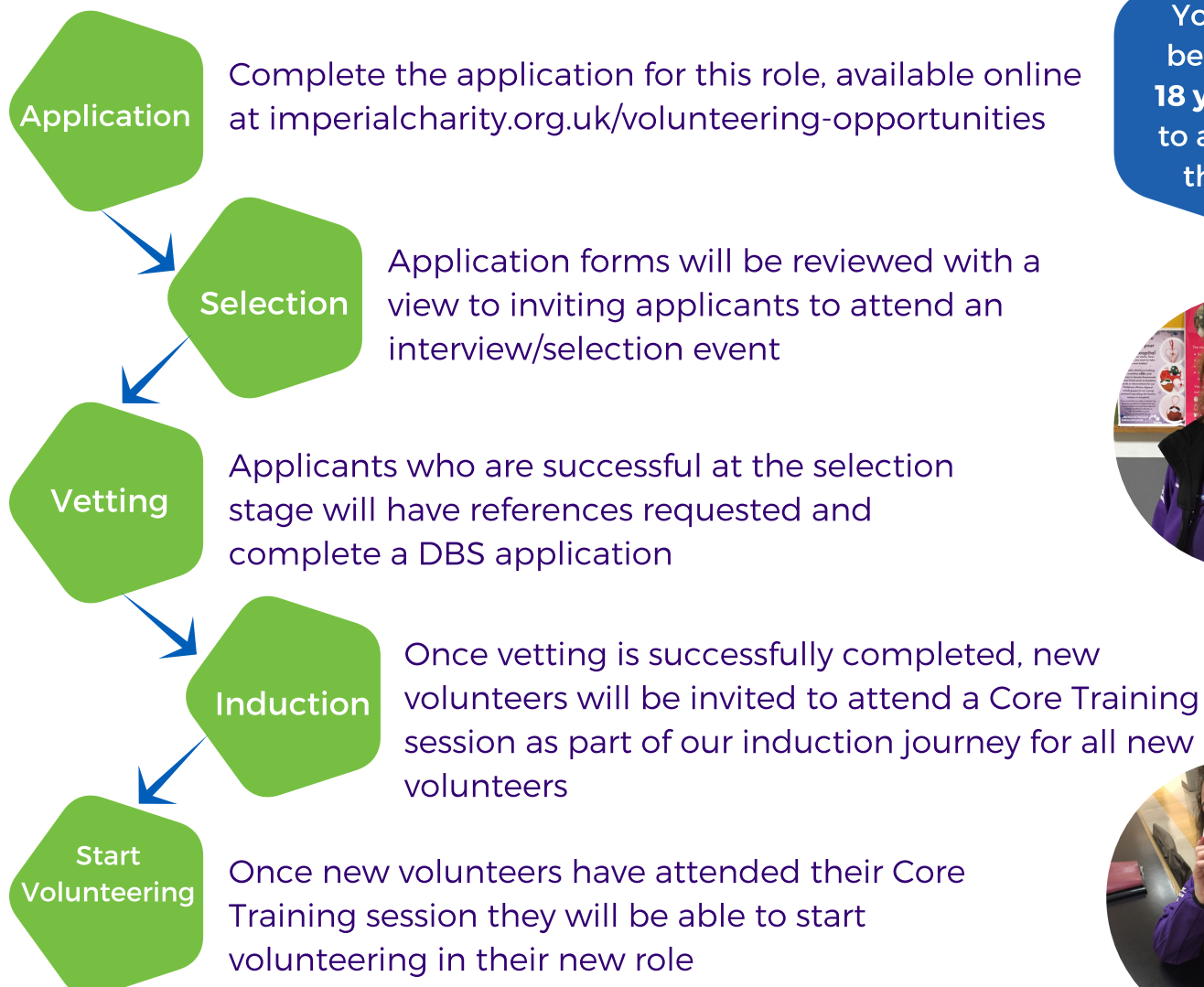
Apply online at: [www.imperialcharity.org.uk/volunteering](http://www.imperialcharity.org.uk/volunteering)  
Deadline for applications: Wednesday 31st January 2018

## About the St Mary Abbots Hearing Aid Centre and Audiology Services at Charing Cross Hospital

Our audiology service, often referred to as our hearing and balance service, aims to meet the communication needs of the community and address balance and hearing problems. We deliver a compassionate service for people, integrating cutting edge technology with a personal and holistic approach in adult audiology.

We offer walk in repairs clinics both in the hospital and the St Mary Abbots Hearing Aid Centre, and are able to see patients in community settings, offering care closer to home. If a patient is house-bound or in an elderly care homes we can offer a home visit for diagnosis, treatment and repairs assistance, in the boroughs of Westminster, Kensington and Chelsea, Hammersmith and Fulham, Chiswick, Brentford and parts of Ealing.

### The Volunteer Appointment Journey For This Role



You must be at least **18 years old** to apply for this role



# Our expectations for volunteers



HELPING  
OUR HOSPITALS  
DO MORE

## What you can expect from Imperial Health Charity as a volunteer:

- A staff member main contact who will manage your tasks, answer your questions and provide help when you need it
- Regular contact and support from staff within the Volunteering Department
- An official volunteer uniform and/or name badge (depending on your role) to wear whilst volunteering
- Induction and ongoing role-specific guidance, support and training
- Training and insurance cover to ensure you have a quality, safe and happy experience volunteering with us
- An opportunity to feed back about your experience volunteering with us
- Recognition for your contribution as a volunteer
- Expenses where eligible, in accordance with our volunteer expenses policy

## What we expect from our volunteers:

- Support Imperial Health Charity, our hospitals and our partners in our work and carry out your volunteer role to the best of your ability in line with our policies, instructions and training
- Complete a volunteer induction session and any other training and updates you might need.
- Successfully complete required vetting checks (including DBS disclosure where required)
- Contribute to and share in the success of the team you are based in and the wider team of volunteers across the Trust
- Provide excellent customer service and strive to ensure that every patient or visitor has the best possible experience with us
- Recognise the importance of our patients, donors and NHS staff in supporting the work of the charity
- Wear your volunteer uniform and/or identification (depending on your role) whilst volunteering and ensure you are presentable at all times, following any location-specific dress code as required
- For health and safety reasons sign in and out each time you volunteer according to the routine for your location
- Support our policies, procedures and standards as outlined in our volunteer agreement
- Ensure all activities you undertake as a volunteer for us achieve the charitable aims and objectives and do not risk bringing the charity or hospital into disrepute
- At all times be positive, accountable and accept constructive feedback
- Meet time commitments and standards agreed, and give reasonable notice when unavailable, so other arrangements can be made

## What we offer for volunteering with us:

- A full day's core induction training to equip you for the hospital environment
- Training specifically for this role to help you interact with patients and staff
- A volunteer uniform and identification
- Recognition for your time spent volunteering through our length of service awards and thank you events
- Out of pocket expenses for travel and refreshments
- Regular communications including a quarterly printed Volunteering Newsletter

## Next Steps

- 1. Apply online using the application form at:  
[www.imperialcharity.org.uk/volunteering](http://www.imperialcharity.org.uk/volunteering) by Wednesday 31st January 2018**
- 2. Save the date for the selection and interview event: Wednesday 14th February 2018**
- 3. Sit back and relax, you will hear back from us within a few days of the deadline**



[volunteering@imperialcharity.org.uk](mailto:volunteering@imperialcharity.org.uk)



**020 3005 6391**



**Imperial Health Charity**  
**Second Floor**  
**178-180 Edgware Road**  
**London**  
**W2 2DS**



HELPING  
OUR HOSPITALS  
DO MORE



[www.imperialcharity.org.uk/volunteering](http://www.imperialcharity.org.uk/volunteering)