

**Patient Advice and Liaison Services Team Support  
Volunteer Role Description**

The main purpose of this role is to provide front desk public-facing support to the busy Patient Advice and Liaison Service (Pals). Under the guidance of the Pals team the volunteer will undertake a variety of tasks including greeting enquirers, answering requests for information, taking messages and details of queries/concerns to pass on appropriately.

**Time commitment:**

Normal working times are on one or more days; Mon - Fri 10am to 4pm. Minimum one session per week.

**Key tasks:**

- Welcoming people to the Pals office
- To respond to client enquiries, in person, by email, telephone and post
- To address requests for information
- To take details of any issues raised and either check on the matter and respond back to the enquirer or pass the concern on to a member of the Pals team
- To compile statistics on all enquiries
- To help conduct market research
- To tidy/stock info leaflet racks
- Assist with publicity and promotion of the Pals service
- To maintain toy provision including children's art supplies
- Administrative duties as appropriate
- Assist with events

**Desired Skills and Experience:**

- Customer care experience and/or receptionist experience
- Warm, welcoming and efficient communication skills
- IT literate – able to use Microsoft Office package – Word, Powerpoint, Excel
- Reliable, trustworthy and emotionally mature
- Ability to approach parents in a confident and considerate manner
- Sensitive and tactful
- Team player
- Understanding of (ability to learn) personal/professional boundaries

**We will provide:**

- Supervision and support from a dedicated member of staff at GOSH - Luke Murphy (Pals manager)
- Induction to GOSH
- Specific training for the role
- Local induction to the ward or department
- On-going up-dates and information
- Reimbursement of travel expenses (maximum of zone 6 return journey)
- A meal allowance of £2.50
- References can be provided after 6 months of volunteering