

## Volunteer Role Description

### Team Supporter

#### 0-19 Service

Princess Royal Community Health Centre  
Greenhead Road  
Huddersfield  
HD1 4EW

**Restrictions:** 16 years +

#### About the Locala Service:

The Team Supporter role sits within the Locala 0-19 service, which includes delivery of the healthy child programme by practitioners trained in 0-19 children's health and development.

#### What You Will be Expected to Do:

Support the 0-19 team and patients visiting the health centre. This might include:

- Meeting and greeting patients.
- Checking patients in on arrival and ensuring they are seen in the correct order.
- Engaging with patients in the waiting area (families and young children)
- Supporting parents to complete an 'Ages and Stages Questionnaire' (ASQ) and collecting feedback.
- Ensuring the waiting area is kept clean and tidy.

Volunteers will also need to be available to accompany and direct patients and visitors to other departments within the Princess Royal Health Centre, including doing a regular check-up of main entrances to look for patients and visitors who may need some support or guidance.





















#### The Difference You Will Make:

Making families feel welcome, comfortable, and informed on arrival. Assisting the CDP's (Child Development Practitioners) by making the sessions more organised and increasing the valuable feedback collected, by supporting parents to complete surveys.

#### Useful Attributes:

- Friendly, approachable, and understanding
- Confident communicating with parents and children
- Gentle and caring
- Self-motivated and good time management
- Comfortable seeking advice
- Proactive and willing to embrace new learning opportunities.

#### Weekly Sessions to be Covered (*not necessarily all vacant*):

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Morning	 9am-12pm		 9am-12pm				
Afternoon	 1pm-4pm		 1pm-4pm				
Evening							

**Minimum Period of Commitment:** 3 – 6 months

### How Locala Will Recruit You:

Application  
Informal Interview (via MS Teams)  
2 x Character References  
Standard DBS Check  
\*Training & Induction (online modules to be completed *before* induction)



### What Will be Available to You:

Public Liability Insurance (covers 16 years +)  
Disabled Access  
Regular Follow-up Visits (every 6 months minimum)  
Out-of-Pocket Expenses (45p per mile, car parking fees, public transport fees)  
ID Badge and Polo Shirt



### Useful Information:

\*Additional support is available if required. If you don't have access to a computer, a paper version of the modules and assessments can be provided.

### How to Apply:

Submit an online application at: [MyImpactPage - Application Form - Locala Health & Wellbeing \(betterimpact.com\)](https://betterimpact.com) Alternatively, a paper application form can be posted out on request.

Please call one of our Volunteering Services Managers (Heidi and Louise) on: 030 3330 9392, or email: [volunteering@locala.org.uk](mailto:volunteering@locala.org.uk).

### About Locala:

Locala is proud to be a colleague-owned provider of NHS community healthcare services. Our colleagues make key decisions about the services we provide and how we support our communities. As a social enterprise any profits made are invested into further improving our healthcare services and community projects.

Visit our website for more details at: [www.locala.org.uk](https://www.locala.org.uk).