



## Low Vision Plus Support Volunteer

<b>Responsible to:</b>	John Walters Equipment & Advice officer
<b>Hours available:</b>	Flexible
<b>Purpose:</b>	supporting the Low Vision Service

### Summary of Duties:

- Greet clients and demonstrate basic assistive products
- Contact clients to confirm appointment bookings and follow up appointment enquiries
- Follow up assessments by contacting clients if further support is needed
- Process and update the Wireless for the Blind Loan system including data entry
- Input relevant information onto appropriate software
- Support the Low Vision Plus service as appropriate

### The Role:

- To assist and support the Low Vision Plus Service and Equipment & Advice Officer
- To communicate appointments and feedback from Clients
- To administer the Wireless for the Blind process
- To administer data entry onto appropriate systems

The role is best suited to those who are comfortable and confident with meeting and speaking to people with a range of disabilities.

You must be able to demonstrate empathy and not be judgemental when talking to clients

You must be prepared to undertake onsite training regarding current products and strategies

Being reliable and trustworthy with excellent communication skills is essential.

A basic competency in IT skills is essential

Appointment in the role is dependent on a successful DBS application

This is an exciting volunteer opportunity that offers great experience in a very rewarding role, making a huge difference to the lives of people living with sight loss.

**Please note:** Any tasks carried out by a volunteer outside of the above guidelines, are done so at their own risk.