



# VOLUNTEER ROLE DESCRIPTION

Role	<b>Admin Support Volunteer - Trustwide (Ref No. RD013)</b>
Summary of Role	Supporting central administration functions and departments across the trust. Improving patient and staff experience by providing administrative support in areas where there is increased demand or where extra support will make an effective contribution to day to day running of services.
Benefits to Volunteer	<ul style="list-style-type: none"> <li>• Opportunity to develop new and existing skills</li> <li>• Satisfaction of knowing you are making a vital difference to the work of the ward/department</li> <li>• Develop personal and social skills</li> <li>• Gain confidence and self esteem</li> <li>• Experience of working in a hospital environment</li> <li>• Feel part of a team</li> <li>• Meet new people</li> </ul>
Base	Trust wide – Assigned to a specific department/area as agreed.
Responsible to	Volunteer Supervisor at your placement – normally a ward sister/departmental manager/team leader
Days and Hours of Work	5 days a week – Mon - Fri (Between the hours of 0900-1300 and 13.00-17.00) or as agreed. (Minimum of one 4 hour shift per week)
Key tasks	<p>Duties may include the following depending on the department and the specific requirements of the role;</p> <ul style="list-style-type: none"> <li>• Greet visitors to the department/clinic in a polite and friendly manner</li> <li>• Responding to enquiries in a polite manner and ensuring an appropriate response is initiated.</li> <li>• Supporting staff in dealing with urgent referrals from professionals</li> <li>• Reception Duties</li> <li>• Answering telephones</li> <li>• Making drinks for visitors and meetings</li> <li>• Photocopying</li> <li>• Filing.</li> <li>• Shredding</li> <li>• Delivering and collecting documents around the site.</li> <li>• Printing of documents</li> <li>• Collation of patient packs/information</li> </ul>



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	<ul style="list-style-type: none"> <li>• Ad-hoc administration duties</li> <li>• To know when and who to escalate issues to</li> <li>• Supporting staff coordination centres and rostering</li> <li>• Triaging communications from staff</li> <li>• Disseminating information to staff</li> <li>• Helping to collate information for daily SitRep reporting</li> <li>• Undertaking other miscellaneous tasks as required to support admin function</li> </ul>
Exclusions	<p><b>Volunteers are not expected to be involved in any of the following:</b></p> <ul style="list-style-type: none"> <li>• Clinical or medical treatments of any kind</li> <li>• Psychological interventions</li> <li>• Moving or handling of patients</li> <li>• Personal care activities including toileting and bathing</li> <li>• Escorting patients off hospital premises</li> <li>• Volunteers can escort patients, but the patient must be able to get in/out of the wheelchair on their own</li> <li>• Volunteers should not involve themselves in admission or discharge of patients</li> </ul>
Person Specification and Requirements	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Relate to people in a polite, friendly and courteous manner</li> <li>• Able to follow instructions</li> <li>• Willingness to help and support staff and patients</li> <li>• Able to liaise with professional staff at all levels</li> <li>• Able to demonstrate empathy and compassion</li> <li>• Adaptable and willing to learn</li> <li>• Calm and composed</li> <li>• Punctual and reliable</li> <li>• Able to work independently and as part of a team</li> <li>• Comfortable working in a fast-paced environment</li> <li>• Understanding of need for confidentiality</li> <li>• Commitment to uphold trust core values and NHS policies</li> </ul> <p><b>Desirable Administrative Experience (Dependant on the role):</b></p> <ul style="list-style-type: none"> <li>• Experience of administrative &amp; secretarial work,</li> <li>• Experience of using computerised databases</li> <li>• Front line customer service experience</li> <li>• Intermediate Microsoft Excel skills</li> <li>• Audio typing skills</li> <li>• Experience of working in NHS setting or similar large organisation</li> <li>• Knowledge of computerised patient databases</li> </ul>



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Training and Support Needs	<ul style="list-style-type: none"><li>• Relevant training (including database) will be given on all necessary tasks/duties to meet department service needs.</li><li>• Health and Safety</li><li>• Infection Prevention and Control</li><li>• Fire Safety</li><li>• Conflict resolution</li><li>• Use of Personal Protective Equipment (PPE) (if required for the role)</li><li>• Confidentiality</li><li>• Safeguarding</li><li>• Equality and Diversity</li><li>• Local trust induction and orientation</li><li>• Any other mandatory training as specific by the trust.</li></ul>
Dress Code	<ul style="list-style-type: none"><li>• Your issued Volunteer uniform top, ID badge and volunteer lanyard must be worn at all times to clearly show that you are volunteering</li><li>• All volunteers are expected to follow the Dress Code Policy</li></ul>



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DBS Check Requirements	Using the guidance matrix below provided by HR, the DBS check requirement for this role is;		
	<b><u>CATEGORY 3 – LOW – STANDARD CHECK</u></b>		
	Category	Duties - examples	Level of DBS clearance
	1 – high	Ward visitor (physical assistance)/Feeding Assistance/Sexual Health Education/ Play assistant unsupervised/Wheelchair Assistance	Enhanced with barring (either adult, child or both but must depend on ward and not both for ease)  Highlight:  Adult      Child Both
	2 – medium	Play assistant supervised/Breast Clinic Chaperone	Enhanced (no barring)
	3 – low	<i>Trolley service on the ward (no feeding assistance)/Ward visitor (no assistance)</i>	<i>Standard Check</i>
4 – none	Restaurant/Coffee Shop/Newsagent/Meet, Greet, Guide/Main Reception	No DBS required	





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COVID-19 Guidance	<ul style="list-style-type: none"><li>• All roles should be risk assessed and mitigations put in place to minimise risks.</li><li>• The latest Government advice should be taken into account particularly for groups of people considered clinically vulnerable (link <a href="#">here</a>).</li><li>• Volunteers advised to shield or who are self-isolating should be supported to stay at home and can volunteer remotely if appropriate/possible.</li><li>• All volunteers <b>must</b> be made aware of the need to stop volunteering should they feel unwell and to follow the latest government and NHS advice for the public especially regarding COVID-19 symptoms.</li><li>• Training, guidance and induction to be provided via e-learning or virtual technology where possible</li><li>• To reduce risk of transmission, Meet and Greet volunteers shouldn't enter wards or clinical areas where at all possible – if escorting patients, handover to staff on wards/clinical areas at the entrance to relevant ward/department</li><li>• The role is not based in a clinical area in direct contact with patients, but patients will pass through the public area of the building to get in/out of the wards. Social distancing and good hand hygiene should be adhered to. If general social distancing measures can't be implemented then use of PPE should be assessed</li><li>• If required, volunteers must be provided with the required levels of PPE in line with staff provision and following PHE guidance</li><li>• If required, volunteers must be trained in the usage, donning, doffing, and disposal of PPE in line with PHE guidance</li></ul>
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*Where roles involve volunteers having direct patient contact/volunteering in COVID-19 positive environments then the trust is responsible for provision of PPE that is commensurate with the tasks they are being asked to do, in line with the national guidance on PPE requirements.*

## Task Description role authorised by;

Name	Job Title	Signature	Date
Andrew Tysoe	Voluntary Services Manager		11 <sup>th</sup> March 2021
Jennie Negus	Head of Patient Experience		11 <sup>th</sup> March 2021