

## **Volunteer Role Description**

### **Maxillofacial Administration Support**

**Location:** Maxillofacial Unit

**Hours:** 2.5 days

**Accountable to Voluntary Services Manager:** Zoe Holmes

**Responsible to Volunteer Supervisor:** Angela Chapman and Luis-Carlos Freire

#### **Main Aims:**

- Assist the team with light administration work to free them up to complete other tasks regarding complex patients and cases.

#### **Key Duties:**

- Scanning Paperwork on to PowerChart.
- Sending out clinic/appointment letters for Outpatient team.
- Sending out letters to assist medical secretary.
- Filing.

#### **Personal Specification**

- Computer Literate.
- Attention to detail, reliably check and record data and be able to self-check completed work.

#### **General information**

Volunteers should not undertake duties outside this role description without checking first with their Volunteer Supervisor.

Volunteers must not undertake any manual handling tasks or physical patient contact.

A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature.

Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients' affairs with any person other than the relevant staff. Volunteers are in place to complement the work of the paid staff and are not used to replace roles that are usually undertaken by paid hospital employees.

Volunteers should receive regular support and supervision and training where applicable.

Volunteers are bound by the "Volunteer Agreement" which includes their rights and responsibilities, and Trust Policies also apply to volunteers.

All Volunteers will be expected to attend MAST Volunteer Induction and receive a local induction upon arrival of their first shift.