

Volunteer Role Description

Neuro Administration

Location: Neurology Service Offices Atkinson Moley Wing

Hours: Flexible

Accountable to: Voluntary Services Manager

Responsible to: Assistant Service Manager Genadiy Torbarski and Fabio Fiordelisi
Deputy General Manager

Main Aims: To assist the neurology secretary team with administrative tasks.

Key Duties:

- Processing patients letters
- Clearing old cabinets and reorganising
- Contacting patients to remind them of appointments
- Scanning / Uploading patient information

Personal Specification:

- Good communications skills
- Computer literate
- Works well in a team
- Proactive approach / mind set

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 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.