

Volunteer Role Description Dermatology Administration Support

Location: Dermatology/Lymphoedema Offices, Dermatology & Rheumatology Offices, Ground Floor, LW

Hours: As many as possible

Accountable to: Voluntary Services Manager

Responsible to: Christine Marshall, Assistant Service Manager

Main Aims:

- To assist with supporting the administrative team's duties in maintaining great patient care.

Key Duties:

- Lymphoedema – Filing, sending clinical letters and perhaps data input
- Gastroenterology – Filing, scanning and sending clinical letters

Personal Specification

Our dermatology team and our Gastro teams are fast pace departments seeking out an enthusiastic volunteer to help with their administrative duties.

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 if not had the appropriate training.

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.