

Volunteer Role Description

Admin Assistant

Location: Developmental Paediatrics, Level 2, Lanesborough Wing

Hours: Flexible/to be agreed with candidate

Accountable to Voluntary Services Manager: Zoe Holmes

Responsible to Volunteer Supervisor: Stephanie Piper, Assistant Service Manager Children & Women

Main Aims:

- To provide admin support to the community paediatric secretarial team.
- To give an opportunity to a volunteer who would like some NHS admin experience.

Key Duties:

- Enveloping and distribution of post
- Photocopying
- Support with taking telephone messages
- General basic admin duties on an ad hoc basis

Personal Specification

- Good communication skills, verbal and written
- Previous admin experience (but not essential)
- Friendly and approachable manner
- Ability to work well as part of a team
- Specific training will be provided

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.

