

Volunteer Role Description

Plastic Surgery Administration Support

Location: Plastic Surgery Secretary's Office

Hours: Fridays 10:00 am – 12:30pm

Accountable to Voluntary Services Manager: Zoe Holmes

Responsible to Volunteer Supervisor: Stacey Wright/ Secretaries

Main Aims:

To assist the plastic surgery secretaries with sending out clinic letters.

Key Duties:

As Above

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.