

Volunteer Role Description

Trauma & Orthopaedics Basic Administration

Location: 5th Floor St James Wing (T&O Admin Offices)

Hours: minimum 4 hours a week

Accountable to Voluntary Services Manager: Zoe Holmes

Responsible to Volunteer Supervisor: Heena Hussain

Main Aims:

The primary aim of the Admin Assistant volunteer role is to provide essential administrative support to the team, ensuring smooth and efficient operations within the clinic. This role involves a range of tasks that contribute to maintaining effective communication with patients and the organization of important documents.

Key Duties:

- Helping scanning documents
- Helping in folding letters
- Help calling patients to offer earlier appointment for AdHoc clinic when needed

Personal Specification

- Computer/word processing skills
- Excellent communication and interpersonal skills
- Excellent organisational skills
- Willingness and ability to learn new IT skills and technology
- Ability to adapt to a changing environment
- Knowledge of requirements of confidentiality and the Data Protection Act
- Good time management
- Self-motivated with the ability to adapt to shifting priorities
- To be able to work as part of the team
- Professional appearance and manner
- Ability to show empathy to patients and colleagues

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.