

## Pharmacy Volunteer

**Role Title:** Pharmacy Volunteer

**How long for:** We ask that volunteers are with us for a minimum of four hours per week for six months.

**Minimum age:** Minimum age of 18 years

**Please note:** A Disclosure and Barring Service Check (DBS) check is required for this role

### **Summary / Purpose of role:**

To support with the smooth running of the pharmacy. This will be under the direct supervision of the pharmacy staff.

### **Key duties and responsibilities:**

- Answering the hatch to patients and staff
- Answering the phone
- Occasional delivery of urgent medication/prescription to ward or O/P clinic
- Using prescription tracking system to see if prescription received and if it's ready.
- Helping out in the stores.
- Adhoc tasks as and when required.

### **Useful skills and experience:**

- Excellent communication skills.
- Able to work independently and as part of a team.
- Confident in approach to patients.
- Have a kind and helpful nature.
- Polite and well mannered.
- Patience and understanding.
- Physically fit as the role may involve a lot of walking.
- Ability to deal sensitively with those people who may be tense or anxious.
- Comfortable in a hospital environment.
- To recognise the need for confidentiality.

### **Training & Development:**

- To attend mandatory training and regular mandatory updates as determined by Royal Papworth Hospital Foundation Trust.
- Specific training / shadowing experience as required for the role.
- Local induction to the ward, clinic or department.
- E learning - mandatory training and refreshers as required.

**AGREEMENT**

**I have read and understood the Volunteer Services Policy. I agree to adhere to all Trust policies and protocols associated with my volunteer placement.**

**If you have any queries or concerns, please contact the Patient Advice and Liaison Service (PALS) prior to signing this role description.**

**Name:**

**Signature:**

**Date:**

**For more information about this role, please contact:**

Royal Papworth Hospital Patient Advice and Liaison (PALS) Team

Telephone: 01223 638896 / 01223 638963

Email: [papworth.volunteers@nhs.net](mailto:papworth.volunteers@nhs.net)