

Admin Volunteer

Location: Administration areas

Hours of volunteering: 4-hour sessions between 09:30 – 18:00 (Flexible)

Minimum age: Minimum age of 18 years

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

Purpose of role: Supporting central administration functions and departments across the Trust. Improving patient and staff experience by providing administrative support in areas where there is increased demand or where extra support will make an effective contribution to day to day running of services.

Key Tasks and responsibilities:

Duties may include the following depending on the department and the specific requirements of the role. Specific training and ongoing support will be provided by the team that you are supporting.

- Responding to enquiries in a polite manner and ensuring an appropriate response is initiated.
- Reception duties.
- Answering telephones.
- Photocopying.
- Filing.
- Shredding.
- Collating information.
- Calling patients to confirm attendance of their appointments.
- Calling patients to organise the return of their study devices.
- Calling patients to confirm their details prior to their appointment.
- To know when and who to escalate issues to.
- Undertaking other miscellaneous tasks as required to support the admin function.

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.
- Occasionally people or their relatives and friends may be upset, frustrated, or angry. Volunteers should be able to show initiative, be sympathetic, and be able to defuse potentially difficult situations.

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