

Volunteer Role Description

Role:	Clinical Administration Volunteer
Accountable to:	PA to CEO and Clinical Admin Lead
Responsible to:	PA to CEO and Clinical Admin Lead
Location:	Workington Community Hospital
Hours:	To be agreed with the line manager. Generally a minimum of 2 to 3 hours per week.
Skills required:	Office admin including reception, telephone, post, photocopying, etc Good IT knowledge including Microsoft Word, Outlook and Excell. Good listening skills Good oral and written communication skills

This is a voluntary position where no pay will be given, however travel expenses can be refunded and out of pocket expenses as agreed with the line manager.

Roles are subject to a 1 month trial.

Key Responsibilities:

To assist the administration team supporting the clinical services team. Responsibility and tasks will depend on the skills of the volunteers and the needs of the team.

Responsibilities could include:

- Answering telephone calls from the public and health professionals, forwarding them to the appropriate staff member or taking a message if appropriate.
- Producing letters and patient information
- Post in and out of the building
- Inputting patient feedback data into excel and creating charts to help analyse it.
- Helping to set up meeting and training rooms, arrange refreshments and tidy up afterwards.

General:

1. Respect the confidentiality of any information held in relation to past or present patients, carers, staff and other volunteers.
2. Attend Health & Safety and other training specific to the role.
3. The organisation is a no-smoking area for staff and volunteers.