

Administration Volunteer Role Profile

The Role

To support with administrative functions and enhance patient and staff experience by making an effective contribution to day-to-day running of service

What will I do?

- Undertake basic administrative activities, such as photocopying, filing, collating packs/information as required to support admin functions
- Updating and maintaining information, ensuring it is accurate and up to date
- Typing up and mailing documentation, as directed by area lead
- Helping to collate information, as directed
- Maintain regular communication with lead volunteers for support
- Provide feedback to Voluntary Services Team on your experiences and any suggestions for improvement
- Inform Voluntary Services Manager/Area Lead immediately of any problems, concerns or incidents

What will I not do?

- Provide clinical or medical treatments of any kind
- Provide psychological interventions
- Access patient or staff identifiable data unless authorised directly by the Trust
- Take any patient information from the Trust property
- Undertake any manual handling procedures e.g. lifting
- Transport patients in a vehicle
- Communicate in any media that may reflect negatively on the Trust or any of its patients, staff, volunteers or services. If in doubt, please discuss with the Voluntary Services Manager
- Take photographs of patients whilst undertaking any volunteering duties or of any staff or other volunteers without their explicit permission

Who will I be accountable to?

- You will be directly accountable to the Voluntary Service Manager
- You will fulfil your role under the same health and safety, employment regulations and confidentiality as employed personnel
- You will be subject to an enhanced Disclosure and Baring Service (previously known as Criminal Records Bureau) disclosure



What skills do I need?

- Approachable
- Positive and friendly
- Confident with dealing with people
- Excellent listening skills
- Trustworthy
- Ability to maintain confidentiality
- Aware of health & safety issues
- Able to work alone, as well as part of a team
- Flexible and keen to learn
- Experience of administrative and/or secretarial work
- Experience of using computerised systems (desirable)

What Training is available to me?

- Trust mandatory training
- Corporate induction
- Local induction programme
- General Data Protection Regulation Training
- Any other relevant training

What can we offer you?

- Advice, support, access to training and personal development opportunities
- Clear policies and procedures that govern your voluntary role
- The opportunity to take an active role in Solent NHS Trust
- To be valued for the role that you do
- Reimbursement for out of pocket expenses (by prior arrangement)
- Develop fantastic support and supervisory skills for your CV
- Support flexible hours that suit you
- Give back to your local community
- Support others who are giving back to your community
- Support your local NHS
- Interview offered (after 6 months) with Solent NHS Trust 'bank' team

7 May 2020

Review by 1 May 2020

