

Volunteer Role Description

Role Title:	Volunteer Administrator Assistant
Reporting to (title):	Senior Nurse or Department Manager
Department:	Various
Location:	Broomfield Hospital

ROLE SUMMARY

To assist and compliment the work of staff at Broomfield hospital by providing basic administration support.

GENERAL RESPONSIBILITIES

- Assist keeping notes updated
- Assist with filing
- Assist in collecting/delivering notes
- Delivering and collecting mail
- Updating databases
- Answering the telephone

KNOWLEDGE AND SKILLS REQUIRED IN THE VOLUNTEER

The volunteer needs to be enthusiastic, flexible, patient and empathetic. Able to use own initiative and possess effective communication skills.

Volunteers are reminded of the strict confidential nature of the role.

At no point is a volunteer to provide any clinical care to patients, use clinical IT systems such as Lorenzo or take on tasks that are the main duty of a paid worker. The aim of the role is to enhance the patient experience and make their time in hospital as comfortable as possible.