

Volunteer Role description

Administration Assistant

ROLE TITLE	Administration Assistant
DEPARTMENT	Various
DAYS/HOURS OF DUTY	To be agreed
REPORT TO	To be agreed
ACCOUNTABLE TO	To be agreed
KEY RELATIONSHIPS	Hospice staff and volunteers. The public. People receiving care , their families and friends.

ROLE SUMMARY

This role provides valuable administrative support to our busy teams across the Hospice. The role is available across a range of clinical and non-clinical services including support services such as Finance, People and Culture and Voluntary Services.

MAIN DUTIES

Within this role, tasks will be dependent upon the service you volunteer in, but could include a mixture of the following:

- Answering the telephone or making internal and external calls;
- Producing non-clinical documents using agreed processes and templates;
- Using and updating Hospice databases and systems including Service Desk;
- Scanning, photocopying, shredding etc;
- Supporting onboarding processes for new staff and volunteers.

Full training for any systems, processes and databases will be provided where required.

Volunteers will have an individual discussion regarding where they would like to volunteer and the duties they will and will not be expected to carry out.

ESSENTIAL PERSON SPECIFICATIONS

- IT competent in commonly used software packages including Microsoft 365 and databases
- Excellent written and spoken communication skills
- Ability to pick up new processes and systems quickly

ADDITIONAL REQUIREMENTS OF THE VOLUNTEER

DBS CHECKS: a criminal record check will be required for certain volunteering roles. If this is required a volunteer will be informed during the recruitment process and the process explained.

MANDATORY TRAINING: All volunteers, when starting, complete a number of short topics, which are 'mandatory' subjects. There will also be induction training within the department where volunteering. Training topics are viewed through eLearning, but hard copies of the topics can be made available to any volunteers who do not have access to a computer of a suitable capacity to view online. Other training opportunities will be explained by the volunteer's supervisor from time to time.

CONFIDENTIALITY/DATA PROTECTION/INFORMATION GOVERNANCE:** volunteers need to maintain confidentiality, security and integrity of information relating to patients, staff, other volunteers; and other hospice matter, during the course of their duty. This will include legislation and hospice policies and procedures the Care Quality Commission expect to see adhered to when they inspect the hospice services.

VOLUNTEER AGREEMENT: when a person agrees to become a volunteer they will be expected to adhere to the hospice's policies and procedures; and other important factors, including those listed below. A breach will be taken seriously. Information will be provided and copies (electronically or in paper format) of pertinent policies can be made available. It is the job of the Volunteer Engager/Line Manager to ensure the person is aware of what is pertinent and important to their volunteer.

EQUALITY, DIVERSITY & INCLUSION:** The hospice is committed to the development of positive policies to promote equality of opportunity and value inclusion and diversity within the organisation. Whilst, all employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equality, diversity and inclusion measures adopted by the hospice, volunteers are also expected to adhere to the hospice's policy on equality, diversity and inclusion.

FIRE/HEALTH AND SAFETY:** All volunteers must adhere to the hospice policy covering Fire and H&S and be guided by staff when elements of Fire and H&S are made aware to them. All staff and volunteers have a responsibility for fire, health and safety, whether in a supervisory capacity or not.

HOSPICE IDENTITY BADGES: Hospice ID badges, internal and external, when provided, must be worn at all times whilst on duty. If provided with a personal door swipe card, this must be protected and if lost, the loss reported immediately to the hospice ICT department.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, volunteers, service users and visitors. Smoking is therefore not permitted at any point whilst on duty; and volunteers will make use of the same smoking area available to staff during their break times.

REGISTRATION COMPLIANCE/CODE OF CONDUCT: All employees and volunteers, who are required to register with a professional body to enable them to practice within their profession, are required to comply with the code of conduct and requirements of their professional registration; and maintain their professional insurance cover, if appropriate.

** these are some of the topics included in mandatory training

Administration Assistant

E = ESSENTIAL		D = DESIRABLE	
Education & Training		E	D
•	IT competent in the commonly used software packages i.e. Outlook, Word, Excel	√	
•	IT competent in the use of databases	√	
Skills/Abilities/Knowledge			
•	Excellent communication skills	√	
•	Good attention to detail	√	
•	Confident telephone manner	√	
•	Ability to follow instructions and guidance	√	
Experience			
•	Recent or current administrative experience in a busy office environment	√	
Other Requirements			
•	To commit to a regular session once a week, at least, between Monday and Friday; fitting into the department's established rota of volunteers	√	
•	To be as flexible as possible when other department team volunteers change their normal commitment within the department rota e.g. holidays, sickness	√	
•	Willing to learn new areas or upgrades to the hospice's patient information/software packages	√	

Please note that this role description is a guide to the duties that make up the role. It may be necessary for a supervisor/line manager to review, in consultation with their manager, elements that need to be changed in the light of changing circumstances and/or the changing needs of the Hospice; and the Board of Trustees. In such cases the volunteer will be fully consulted with.

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