## Volunteer Role Description

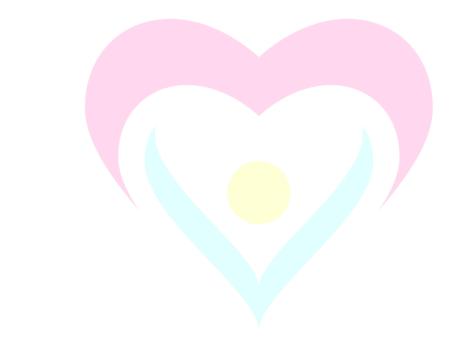


## **Administrator Volunteer**

Site:	St Marys Hospital Newport Isle of Wight PO30 5TG
Placement:	Various - St Mary's Hospital site
Report to:	Voluntary Services
Responsible to:	Voluntary Services Support Officer
Dress Code:	Orange Volunteer T Shirt and smart skirt/trousers
Hours	Minimum of 3 hours per shift
Department Training Volunteer will receive:	Statutory and Mandatory Training provided
Purpose/ Summary of Role:	To carryout general administration tasks as required to enhance the services provided by the trust.
General Tasks of Volunteer:	<ul> <li>Key Activities:</li> <li>Answer/make telephone calls</li> <li>Scanning</li> <li>Printing</li> <li>Photocopying</li> <li>Filing</li> <li>Taking and passing on messages</li> <li>Restocking</li> <li>Typing</li> </ul>
Key Attributes:	<ul> <li>You'll be friendly and polite.</li> <li>You'll be comfortable approaching patients and visitors in a confident and caring manner.</li> <li>You'll be sensitive and tactful, with emotional resilience.</li> <li>You'll be reliable and good at time keeping.</li> <li>You'll understand personal and professional boundaries.</li> <li>You'll work on own initiative and ask for help when needed.</li> <li>You'll understand the importance of confidentiality, but also know when to escalate any concerns and to who.</li> <li>To be an active listener</li> <li>To have a positive outlook</li> <li>Work with a calm demeanour</li> <li>To be approachable</li> <li>Non judgemental character</li> <li>A good sense of humour</li> </ul>



	<ul> <li>To be able to "think on your feet" and modify requirements.</li> <li>To be flexible to the needs of the patient</li> </ul>
Volunteer guidelines:	<ul> <li>Any patient identifiable data will need to be securely hidden.</li> <li>Clinical waste/body fluids, needles/instruments/syringes/samples can be handled as long as in the correct containers.</li> <li>No Manual handling ie: lifting.</li> </ul>
Signed by Placement Lead:	
Placement Lead contact details	



## **VOLUNTARY SERVICES**

ISLE OF WIGHT NHS TRUST

