

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:	<p>Key Activities:</p> <ul style="list-style-type: none"> • Answer/make telephone calls • Scanning • Printing • Photocopying • Filing • Taking and passing on messages • Restocking • Typing
Key Attributes:	<ul style="list-style-type: none"> • You'll be friendly and polite. • You'll be comfortable approaching patients and visitors in a confident and caring manner. • You'll be sensitive and tactful, with emotional resilience. • You'll be reliable and good at time keeping. • You'll understand personal and professional boundaries. • You'll work on own initiative and ask for help when needed. • You'll understand the importance of confidentiality, but also know when to escalate any concerns and to who. • To be an active listener • To have a positive outlook • Work with a calm demeanour • To be approachable • Non judgemental character • A good sense of humour



	<ul style="list-style-type: none"> • To be able to “think on your feet” and modify requirements. • To be flexible to the needs of the patient
Volunteer guidelines:	<ul style="list-style-type: none"> • Any patient identifiable data will need to be securely hidden. • Clinical waste/body fluids, needles/instruments/syringes/samples can be handled as long as in the correct containers. • No Manual handling ie: lifting.
Signed by Placement Lead:	
Placement Lead contact details	



VOLUNTARY SERVICES

ISLE OF WIGHT NHS TRUST

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