

ADMINISTRATION VOLUNTEER Role Description

Role Title:	Administration Volunteer
VS Ref No:	VS-PEN03
Location:	The Mount, Accrington
Time Commitment:	To be discussed and agreed
Support:	Volunteers will: <ul style="list-style-type: none"> • be recruited and supported by the Volunteer Service Team • receive a handbook, and attend a local induction • be allocated supervisor when active
To join our teams:	Complete Volunteer recruitment process including DBS if required. Complete all mandatory training and attend local induction

Role Description:

Lancashire & South Cumbria Foundation Trust recognise and value the importance volunteer support is to us and our patients. Volunteering is usually a longer term commitment (for example 9 – 12 months) and on consistent days and times, e.g. Tuesday from 9am to 1pm

The aim of this role is to provide support to colleagues involved with the delivery of services and other essential activities, as well as providing valuable experience for volunteers. We ask that volunteers commit to at least one 4 hour shift per week, during the normal working hours of 9am to 5pm Monday to Friday. Duties may include the following

- Greet visitors in a polite and friendly manner and signpost to correct service.
- Respond to enquiries in a polite manner and ensuring an appropriate response is initiated.
- Interact with visitors who are waiting for their appointments.
- Support staff in dealing with administration requests
- Photocopy leaflets for distribution

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- Taking and delivering messages if required
- Collation of information packs for patients and carers, and arranging for them to be sent to out.
- Support with completion of Friends and Family (FFT) Tests or other Patient Experience tools.
- Support with opening and closing up of the clinic alongside the Clinical Staff.

Essential skill requirements

Essential requirements for this role are:

- Good communication skills
- Able to utilise digital skills, including electronic communications and MS Office software programmes (e.g. Word)
- Ability to follow instructions
- Willingness to help and support patients, their families & carers, and colleagues.
- Demonstrates empathy and compassion
- Calm manner
- Comfortable working in a fast moving environment
- Comply with all Trust Policies and Procedures in relation to information governance and confidentiality

Duties not to be undertaken by volunteer

- At no time should a volunteer put themselves at risk
- Volunteers must not undertake clinical practices
- Volunteers must not give clinical advice or recommendations
- Volunteers should not enter clinical areas without appropriate personal protective equipment
- Volunteers must not write in patient notes
- Volunteers must not answer queries about patients from patients, visitors or staff

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