

St Elizabeth Hospice

Volunteer Role Description



Role: Ward Clerk

Location: Inpatient Unit St Elizabeth Hospice

Staff Member Link: IPU Co-Ordinator

Purpose of Role and Service

To assist the IPU Co-ordinator in providing a comprehensive administrative service to the IPU.

Key Activities

- Answering all calls on the IPU in a timely and helpful manner, passing calls on to relevant staff as soon as possible, or taking messages and ensuring these are passed on as soon as possible
- Providing non-clinical support to patients and their families. This may include direct face to face contact with patients in an unsupervised setting, i.e. taking lunch orders
- Welcoming visitors to the IPU and providing assistance to them as appropriate e.g. collecting from reception- pushing a wheelchair if needed.
- Maintaining the IPU diary
- Arranging transport for patients
- Ordering medications
- Liaising with organisations such as hospitals, GP surgeries, funeral directors when needed
- Updating and maintaining computerised patient information using SystemOne
- General administrative duties including filing and photocopying as and when needed

Organisational Responsibilities

- To work within the policies of the hospice and act within Care Standards at all times
- To uphold the hospice and individual team values at all times
- To ensure effective use of resources
- To participate in the hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice
- To promote the hospice Philosophy of Care towards patients, relatives and visitors
- Generally to contribute towards ensuring a safe environment for all persons on the premises
- Because of the special nature of the hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care

Volunteers are required to respond positively to all reasonable instructions given by Link Members or other members of hospice staff. While volunteer suggestions and opinions are always welcomed, the responsibility for operational and strategic decisions lies with the hospice management.

Personal Qualities

Attributes	Essential/Desirable	Qualification and training to be provided
Skills and Abilities	E - Computer literate with experience of using databases including Word, Outlook, Excel	
Knowledge and Experience	D - Experience of working within a confidential medical environment E - Telephone experience	
Attitudes and Values	E - Can work as a team or on own E - Attention to detail E - Organised	
Qualifications and Training		ELfH Modules - Roles and Responsibilities Communications (Customer Service) Conflict Resolution (inc Lone working) Health, Safety and Infection Prevention and Control Data Security Awareness (GDPR) Moving and Assisting (Moving and Handling things) Fire Safety Equality, Diversity & Human Rights Safeguarding Adults Fluids and Nutrition. Other - SystmOne Training

DBS – Due to regular contact with patients and / or confidential information this role requires a DBS check