

St Elizabeth Hospice

Volunteer Role Description



Role: Volunteer Team Administrative Assistant
Location: St Elizabeth Hospice, Volunteer Team
Staff Member Link: Volunteer Team Manager

Purpose of Role and Service

The Volunteer Team provides support to volunteers throughout the hospice including recruiting, maintaining records; ensuring volunteers meet the needs of the hospice, arranging volunteer training and events. This role provides administrative support to the team.

Key Activities

- To support the Volunteer Team with processing all volunteer recruitment administration
- To undertake general administration duties as required
- To undertake photocopying, shredding, envelope preparation, archiving and filing
- To undertake project work as agreed with the Volunteer Team
- To assist with handling incoming and outgoing post, including sorting and distributing incoming mail, and franking outgoing mail
- Completing research as required

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	E - Knowledge of office / admin duties D - Experience of working within a confidential environment	
Attitudes and Values	E - Attention to detail E - Organised E - Good teamwork D - Flexible in approach to work	
Qualifications and Training		eLfh Modules - Roles and Responsibilities of a Volunteer, Communications for Volunteers, Health, Safety and Infection Prevention and Control for Volunteers, Data Security Awareness for Volunteers, Conflict Resolution for Volunteers, Fire Safety for Volunteers, Equality, Diversity and Human Rights for Volunteers, Moving and Assisting for Volunteers, Safeguarding Adults for Volunteers. BlueStream modules - Display Screen Equipment

