

St Elizabeth Hospice

Volunteer Role Description



Role: Ward Clerk
Location: IPU 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.
- 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.
- General administrative duties including filing and photocopying as and when needed.

Organisational Responsibilities

- To work at all times 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.
- 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.

Personal Qualities

Attributes	Essential	Desirable
Skills and Abilities	<ul style="list-style-type: none"> ● Telephone Experience ● IT Literate 	<ul style="list-style-type: none"> ●
Knowledge & Experience	<ul style="list-style-type: none"> ● 	<ul style="list-style-type: none"> ● Worked in Medical Background
Attitudes and Values	<ul style="list-style-type: none"> ● Can work as a team or on own 	<ul style="list-style-type: none"> ●
Qualifications, Training	<ul style="list-style-type: none"> ● Generic moving & Handling 	<ul style="list-style-type: none"> ●

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

Date of review by Staff Member Link : Dec 2016