

St Elizabeth Hospice

Volunteer Role Description



Role: People & Culture Administration Assistant

Location: St Elizabeth Hospice – People & Culture Team

Staff Member Link: People Assistant

Purpose of Role and Service

This position of Volunteer People & Culture Administration Assistant would be a valuable resource and asset to the team and we hope would offer the volunteer the opportunity to experience a variety of tasks within a pleasant and most friendly environment.

Key Activities

- To undertake photocopying, shredding, scanning, archiving and filing
- To undertake general admin duties within the team. This may include preparing template letters and data input so knowledge of Microsoft Word and Excel is essential
- To undertake project work as agreed with the P&C Team
- To produce induction packs for new employees
- To produce interview packs
- To process employee Driver Declaration forms
- To issue monthly emails detailing new starters and leavers
- To send out email reminders regarding monthly reviews and annual appraisals and update files and trackers accordingly
- To monitor employee registrations for professional bodies such as GMC & NMC
- To produce and issue weekly Vacancy Updates
- To chase outstanding Return to Work forms and update files and trackers accordingly
- To prepare ID badges as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers

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. Ihasco modules - Display Screen Equipment