


Macmillan Unit Volunteer Task Description

Your role:	Administration including Ward Clerk
Location/Where based:	Christchurch Hospital – Macmillan Unit
Reports to:	Ward Clerk / Ward Sister / Volunteer Coordinator
Purpose of the role:	Cover our reception desk to provide administration across all functions during busy periods. Volunteers are not permitted access to computerised patient record systems but are able to undertake manual administration tasks.
What we are working towards 	<p>Hospital Vision and Aspiration – To be the most improved hospital in the UK by 2017</p> <p>Hospital Mission – Providing the excellent care we would expect for our own families</p> <ul style="list-style-type: none"> • Putting patients at the heart of everything we do • Working together to improve care • Being responsive to patients' individual needs <p>Values: Communicate – Teamwork – Pride - Improve</p>
What you may be asked to do:	<ul style="list-style-type: none"> • Photocopying, • Filing, • Shredding, • Faxing • Laminating • Typing • Answering the telephone • Relaying messages • Writing out car park permits • Showing visitors to beds • Maintaining leaflet stocks
Skills/Experience required:	<ul style="list-style-type: none"> • Good communication skills and polite telephone manner • Knowledge of office systems and filing • Adhere to data-protection legislation
Training offered:	<ul style="list-style-type: none"> • Hospital induction • Local tasks • Clinical modules as required to support the role
Time commitment:	Ward shift of between 2-4 hours depending on your availability.
CQC Outcomes	Volunteers are supporting CQC Outcome 7 Safeguarding, Outcome 8 by maintaining infection control procedures