


## Macmillan Unit Volunteer Task Description

<b>Your role:</b>	Telephone support
<b>Location/Where based:</b>	Christchurch Hospital – Macmillan Unit
<b>Reports to:</b>	Volunteer Coordinator – PCS Team Leader
<b>Purpose of the role:</b>	Answer the Palliative Care telephone in the absence of experienced staff.
<b>What we are working towards</b> 	<p><b>Hospital Vision and Aspiration</b> – To be the most improved hospital in the UK by 2017</p> <p><b>Hospital Mission</b> – Providing the excellent care we would expect for our own families</p> <ul style="list-style-type: none"> <li>• <b>Putting patients at the heart of everything we do</b></li> <li>• <b>Working together to improve care</b></li> <li>• <b>Being responsive to patients' individual needs</b></li> </ul> <p><b>Values: Communicate – Teamwork – Pride - Improve</b></p>
<b>What you may be asked to do:</b>	<ul style="list-style-type: none"> <li>• Answering the Palliative Care Telephone (PCS)</li> <li>• Triage the calls and refer to Sisters as appropriate and agreed with patient</li> <li>• Recording all messages in the PCS diary</li> <li>• Photocopying</li> <li>• Filing</li> <li>• Shredding</li> <li>• Faxing</li> <li>• Laminating</li> <li>• General Administration as required</li> </ul>
<b>Skills/Experience required:</b>	<ul style="list-style-type: none"> <li>• Clinical background ie retired nurse or similar</li> <li>• Good communication skills and polite telephone manner</li> <li>• Able to maintain patient confidentiality</li> <li>• Able to adhere to data-protection legislation</li> </ul>
<b>Training offered:</b>	<ul style="list-style-type: none"> <li>• Hospital induction</li> <li>• Training for the role</li> <li>• Additional modules as required</li> </ul>
<b>Time commitment:</b>	Ward shift of between 2-4 hours Per Week depending on your availability.
<b>CQC Outcomes</b>	Volunteers support the achievement of CQC Outcome 7 Safeguarding adults, Outcome 8 Infection control, Outcome 2 consent to care, Outcome 1 Respecting and involving service users