


Macmillan Unit Volunteer Task Description

Your role:	Benefits Advice Administrator
Location/Where based:	Christchurch Hospital – Macmillan Unit
Reports to:	Benefits Advisor / Volunteer Coordinator
Purpose of the role:	Our Benefits Advisor works with our patients and/or their carers, often at a time of great distress to help them claim the benefits they are entitled to. We are looking for a very special volunteer with excellent people skills and previous knowledge of advice-giving to support our full-time advisor. Volunteers will need to be experienced in supporting people under very difficult circumstances.
What we are working towards 	Hospital Vision and Aspiration – To be the most improved hospital in the UK by 2017 Hospital Mission – Providing the excellent care we would expect for our own families <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 Values: Communicate – Teamwork – Pride - Improve
What you may be asked to do:	<ul style="list-style-type: none"> General admin support with case files; postage, photocopying, filing. Telephoning patients/carers to ascertain benefit outcomes. Maintaining an up to date bereavement record.
Skills/Experience required:	<ul style="list-style-type: none"> Excellent empathy and communication skills. Caring and compassionate nature Good organisation and administration skills. Ability to maintain patient confidentiality Ability to adhere to data-protection legislation. Previous experience of working or volunteering in an advice-giving role or knowledge of benefits would be useful.
Training offered:	<ul style="list-style-type: none"> Hospital induction On the job training & induction regarding specific administration and advice tasks.
Time commitment:	Shift of approx. 2.5 hours weekly
CQC Outcomes	Volunteers support us by contributing towards CQC Outcome 7, Safeguarding and Outcome 8 Infection control