



St. Benedict's Hospice
& Centre for Specialist
Palliative Care



South Tyneside and Sunderland
NHS Foundation Trust



ST BENEDICT'S HOSPICE AND CENTRE FOR SPECIALIST PALLIATIVE CARE

VOLUNTEER ROLE DESCRIPTION:

Hospice Admin Volunteer

Volunteer Role Description

Volunteer Title

Hospice Admin volunteer

Purpose

To be a member of the hospice team, working under the direction of the Specialist Palliative Care Services Co-ordinator. The tasks will be appropriate to the ability and training of the volunteer therefore extending the practical and supportive help offered to patients and relatives.

Reports to

Specialist Palliative Care Services Co-ordinator

Accountable to

Specialist Palliative Care Services Co-ordinator

Key Areas of responsibilities

- To assist the administration team in admin/clerical duties.
- To observe the Hospice confidentiality policy whilst recognising the necessity to operate as part of a multi-disciplinary team.
- To respect the dignity, rights and privacy of patients, families and carers at all times.
- To participate in appropriate training required for the role.
- To attend regular group meetings and/or supervision as required.
- To read, be informed, and carry out your role within all the policies and procedures of the hospice.

Key Duties

- Answer the telephone in a professional manner taking messages as appropriate and bringing any message to the attention of the appropriate members of staff.
- Assisting with filing and photocopying and making up resource packs.
- To greet visitors to the unit in a professional and courteous manner.
- Respond to patients and patients' relatives needs by spending time talking, listening or leaving them on their own as appropriate.
- To undertake any other task which maybe considered reasonable and at the discretion of the Specialist Palliative Care Services Co-ordinator.
- Maintain a code of confidentiality in all matters relating to staff, patients and their families.

Skill set and Attributes

- Admin, clerical, reception experience is desirable but not essential.
- Punctual and reliable.
- Patient, warm, calm and friendly.

Pre-employment checks

Pre-employment checks will be carried out by the NHS Trust Human Resources Department including a DBS check.

Training and support

- Volunteers are required to attend statutory and mandatory training updates, and / or complete on-line training
- If at any time you wish to enhance or develop your skills please speak to the Voluntary Services Manager to discuss further.