

BEDDED UNIT: Clinical Administration Volunteer

ROLE BRIEF



WHY VOLUNTEERING WITH NORTH DEVON HOSPICE IS AWESOME:

Time is the most precious thing you can give. You want to make sure it makes a difference. By giving your time as a volunteer for North Devon Hospice, we guarantee you will be having a positive impact on someone's life, when it matters most.

You might volunteer in a team working directly with the patients and families we care for, or with our support teams who help make that care possible. Either way, you will making sure that someone facing a life-limiting illness like cancer does not have to face it alone. Thank you.

THE AIM OF THE ROLE:

Our Clinical Administration Volunteers support our nursing team based on the Bedded Unit at Deer Park.

The clinical teams are made up of the Bedded Unit Team, Clinical Nurse Specialists, Hospice to Home team, Supportive Care and Specialty Doctors.

You will be directly supporting the clinical teams and duties will include answering all calls to the bedded unit seven days of the week, in a timely manner, providing a speedy response. You will also be required to undertake other administrative tasks throughout your shift as well as greeting visitors to the Bedded Unit.

Your assistance will allow our nursing teams to continue to provide patient care, knowing that all calls are being answered and held by a volunteer.

WHAT'S INVOLVED?

You will be based on the Bedded Unit reception at Deer Park.

You will be required to take notes of a sensitive clinical nature and obtain critical information from callers. The information will need to be relayed to the appropriate bedded unit ward nurse, specialty doctor, supportive care team, community nurse or hospice to home team members.

Calls will be received from a variety of people such as family members, relatives, friends and external professionals and a polite and helpful approach is required. You may be asked to make phone calls on behalf of the team to enable the bedded unit nursing team to support our patients/family members.

Other duties will include scanning of documents and emailing to external teams and an understanding of office applications and SystmOne would be beneficial although training will be provided. You may be asked to undertake other tasks as requested that are appropriate within the nature of the role. Other tasks might include meeting and greeting visitors to the Bedded Unit, making drinks for patients and visitors including helping with special events. You may also be required to direct visitors to the cafe when the main Hospice reception is closed

WHAT THE HOSPICE OFFERS:

- A safe, welcoming, and supportive environment
- An induction and ongoing training to support you in your role
- An insight into palliative care and the opportunity to support people at a difficult time in their lives
- The opportunity of being part of a dedicated and friendly team
- The opportunity to meet new people
- Regular events throughout the year to meet other volunteers across the organisation and for us to thank you for your contribution
- Reward and Recognition scheme to celebrate your length of service with NDH
- The knowledge you are directly contributing to the care and support offered to our patients and their families we care for

WHAT YOU CAN OFFER US:

- An ability to work as part of a team
- A friendly, approachable, and non-judgemental manner
- Confidence communicating with a wide variety of people from all backgrounds
- Be able to maintain confidentiality and have an awareness of maintaining boundaries
- A sensitive, calm, and approachable manner

- Excellent IT skills with practical experience working with MS Excel & Word with good literacy skills
- A willingness to undertake training and to follow NDH policies and guidelines
- An agreement to follow all safety & infection control measures, wearing of appropriate Personal Protection Equipment (PPE) if required
- An adaptability to changing trends and requirements and a proactive approach to your role

Please note: An enhanced Disclosure and Barring Service check is required for this role. The hospice applies and pays for this on your behalf.