

VOLUNTEER ROLE DESCRIPTION

Job Title: ADMINISTRATION VOLUNTEERS
Reporting to: OFFICE MANAGER / TEAM SUPERVISOR
Department: VOLUNTARY SERVICES

Administration volunteers will be trained to assist with office tasks. Informed of appropriate training required, complete paperwork and IT permissions for those wishing to carry out computer tasks, with the authorising department lead/manager.

Candidates must:

- have an interest in providing administration under the supervision of the office manager/team supervisor /service lead
- be able to commit to weekly volunteering 2-3 hours per week
- be reliable and show commitment to attending annual update training and ongoing support meetings
- have good communication and listening skills in a non-judgemental manner, with the ability to be patient and calm even if faced with challenging situations
- have the ability to show unconditional positive approach with patients and visitors you come into contact, with kindness, patience and on an empathetic level
- commit to improve the patient's experience during their time in hospital with autonomy and tact whilst ensuring confidentiality is maintained at all times
- promote and maintain dignity and privacy of visitors, patients, relatives and carers at all times
- to ensure that visitors and staff adhere to the principles of hand hygiene (washing/sanitising) when entering and leaving the hospital
- work well within a team

Main Duties/Responsibilities:

- to undertake general administrative and clerical errands within the department. This may include putting letters into envelopes ready for distribution, filing (organising filing systems), collating notes, laminating, photocopying, culling and making up packs.
- assisting the office staff using a range of software programmes (including SystemOne) to produce, maintain and record information, including spreadsheets and databases. (If desired)
- researching appropriate websites, downloading and circulating documents, as requested. (If desired)
- answer the telephone when the team is busy or a desk is unstaffed (if happy to do so) following the agreed standard for handling calls (to be provided by nominated person in charge)
- Tidy store cupboards, stock take and restock as required.

Legal and Ethical Practices:

- understands principles of Adult Safeguarding, Equality Act, Mental Capacity Act and Deprivation of Liberty Safeguards and applies this to everyday practice
- follow Wiltshire Health and Care policies and procedures e.g. fire, moving and handling, violence and aggression and infection prevention and control
- adheres to principles of good practice

Working in partnership

Great Western Hospitals NHS Foundation Trust
Royal United Hospitals Bath NHS Foundation Trust
Salisbury NHS Foundation Trust

- demonstrates respect of patients and visitors equity and diversity
- is aware of own responsibilities to respect and maintain confidentiality
- to inform the supervisor if unable to attend at the allocated day or time

Governance:

- reports problems or incidents to senior member of staff
- report any environmental factors that may contravene health & safety requirements
- recognises when a situation may lead to a complaint, and refers the situation to the supervisor in charge

Desirable:

- a desire to work within the healthcare profession
- have a caring and kind disposition
- be cheerful and friendly
- works well within a team

Volunteers are under no obligation to undertake any of the above duties if they do not wish to. However, if a volunteer has any concerns regarding the undertaking of any of the above duties, they must discuss this with the Voluntary Services Coordinator.

In addition to the duties and responsibilities listed, the volunteer may be required to perform other duties assigned by the supervisor/manager in charge, following discussion with the volunteer and Occupational Health at GWH, Swindon.

Please Note:

Volunteers are under no obligation to undertake any of the above duties if they do not wish to. However, if a volunteer has any concerns regarding the undertaking of any of the above duties, they must discuss this with the Voluntary Services Coordinator.

In addition to the duties and responsibilities listed, the volunteer may be required to perform other duties assigned by the supervisor/manager in charge. This must be following discussion with the volunteer and Occupational Health at GWH, Swindon.

Health and Safety Risk & Infection Prevention & Control

- Report accidents involving staff and patients according to established procedures and in compliance with the Health & Safety at Work Act.
- To report immediately any incidents, accidents, complaints or other occurrences involving patients, visitors or staff, resolve wherever possible, complete accurate statements and report to the appropriate manager as soon as possible.
- Report defects in equipment and the general fabric of the unit to the appropriate officer of the organisation.
- Take action to assess the management of risk to reduce where possible the impact on patients, visitors, staff and NHS Property.
- To consistently observe Wiltshire Health and Care (WHC) Infection Prevention & Control policies, procedures and best practice guidance in order to maintain high standards of Infection Prevention & Control.

Confidentiality

Any information gained concerning patients in the hospital, which is confidential i.e. information, which is gained by virtue of employment, must not be divulged to those not directly involved with those patients. A breach of confidentiality would result in disciplinary action. Each employee is personally

responsible for ensuring that no breaches of information security result from their actions. Staff should be aware that all information kept on computer is subject to the General Data Protection Regulation and Data Protection Act 2018.

No Smoking Policy

Wiltshire Health and Care is a Smoke Free Organisation.

Policies

You are bound by all Wiltshire Health and Care Policies and Procedures. These can be found on the intranet within the document and policy library.

Corporate Values & Behaviours

What the patients can expect from Staff:

Patients can expect to be treated with courtesy and respect when they meet WHC staff. They can expect confidential information about them not to be disclosed to those who have no need to know. Patients can also expect staff to respond constructively to concerns, comments and criticism.

What Wiltshire Health and Care expects of individuals:

The organisation expects individuals will act with honesty and integrity and openness towards others. Individuals will show respect for patients, staff and others. Individuals are expected to learn and adapt the use of information technology where relevant, in order to transform the way we respond to patients. Staff should be helpful to patients and their visitors at all times and respond constructively to criticism and praise and work to foster teamwork both within the immediate team and across WHC.

What individuals can expect from Wiltshire Health and Care:

Individuals can expect to be trained for the job they are employed to do. Individuals can expect to be given feedback on their performance and to be encouraged and supported in their personal and professional development. Individuals can also expect to be treated with respect by others including those who manage them. Individuals can expect that issues of cultural diversity are treated tactfully and with respect by all who work within the organisation.

Policy Statement

It is the policy of Wiltshire Health and Care that neither a member of the public, nor any member of staff, will be discriminated against by reason of their race; gender reassignment; marriage and civil partnership; pregnancy and maternity; religion or belief; disability; sex; sexual orientation; or age. Individuals can expect to have their views listened to, particularly when they are raising legitimate concerns about the quality of the service provided.

Wiltshire Health and Care is committed to the spirit of, as well as the letter of, the law and also to promotion of equality of opportunity and parity of esteem in all fields.

This job description is a guide to the duties and responsibilities of the person and is not exhaustive. Subject to the needs of the service, the content of the job description for this post will be continuously reviewed.

COVID-19 GUIDANCE

Volunteer Risk Assessments

An individual COVID-19 risk assessment to be agreed, signed and sent to the Voluntary Services Coordinator before commencement/returning. Agreeing to the addendum (added Aug 2021) regarding exemption of self-isolation not applicable for inpatient ward volunteers. You are required to have had both vaccinations (if working in clinical areas) and to take regular Lateral Flow Tests. The purpose of this is to ensure that all possible mitigations are in place to protect the volunteer and patients from COVID-19 risk.

Infection Control Precautions

All volunteers must be made aware of the need to stop volunteering should they feel unwell and to follow the latest government and NHS advice for the public especially regarding COVID-19 symptoms. Please report symptoms to HR via the placement area manager or voluntary services coordinator.

Unfortunately, any ward or patient area could potentially have an undiagnosed COVID-19 case hence the need for current precautions to be applied at all times.

- It is advised that volunteers change out of your uniform, using the staff cloakrooms and place them in a disposable bag, before leaving the hospital. To wash uniform after every visit.
- Currently PPE includes Fluid Resistant Surgical face Mask (FRSM). Once the FRSM is removed it needs to be disposed of correctly. Do not touch mask when removing, only the strings, dispose of in clinical waste bin not general waste. Use alcohol-based hand rub on or wash with soap and water hands and forearms before and after removal of FRSM. Do not reuse a FRSM.
- FRSM (Type IIR) masks are provided in boxes/dispensers throughout the hospital and at the building entrance, when moving around at all times, and on entering and existing the ward must:
 - 1) be worn with eye protection if splashing or spraying of blood, body fluids, secretions or excretions onto the respiratory mucosa (nose and mouth) is anticipated or likely
 - 2) be worn when providing direct care within 2 metres of a suspected/confirmed COVID-19 case
 - 3) be well-fitting and fit for purpose, fully cover the mouth and nose (manufacturer's instructions must be followed to ensure effective fit and protection)
 - 4) not be touched once put on or allowed to dangle around the neck
 - 5) be replaced if damaged, visibly soiled, damp, uncomfortable or difficult to breathe through
- Wearing these PPE items can be tiring and hot for any length of time. It is important to have breaks and hydration needs. Your own face coverings for home use only.
- You will need to have additional guidance on how to don and doff PPE safely and in addition dispose of it safely. There is information available on the PHE website including **a video: COVID-19: personal protective equipment use for non-aerosol generating procedures - GOV.UK (www.gov.uk)**. We would strongly advise that you have a look at all this information as it is crucial to preventing cross infection. It is also important that when to change PPE for clinical areas is fully understood. Also, gloves do not need to be worn all the time and are not a replacement for hand hygiene between each and every patient contact, as with aprons if within 2metres of patient.

Agreed and passed by WHC Infection Control 7th October 2021
Doc updated 10.11.2021